

# Baden Württemberg Support Portal

## User Guide

Baden-Württemberg Support Portal for:

bwUniCluster  
bwForCluster

bwDataArchive  
bwSync&Share  
bwCloud

Version 1.3

10.02.2023

Contact: [bwportal-admins@lists.kit.edu](mailto:bwportal-admins@lists.kit.edu)

## Index

1	Access the Baden Württemberg Support Portal .....	3
2	Users without support right .....	6
2.1	Homepage.....	6
2.2	Ticket submit.....	7
2.3	View your own tickets.....	8
2.3.1	Ticket Information.....	8
2.3.2	Ticket History .....	9
2.3.3	Ticket Modify.....	9
3	Register/Apply for support permissions.....	10
4	User with support right (supporter) .....	11
4.1	Homepage.....	12
4.2	Ticket submit.....	13
4.3	Ticket search.....	14
4.4	View tickets.....	15
4.4.1	Ticket Information.....	15
4.4.2	Ticket History .....	16
4.4.3	Ticket Modify.....	17
4.4.4	Verify a Solution/Reopen Ticket.....	18
4.5	My dashboard.....	19
4.6	Edit user data.....	20
4.7	News Administration.....	20
4.8	Monitor.....	21
5	Contacting bwPortal team .....	22

# 1 Access the Baden Württemberg Support Portal

You can access the Baden Württemberg Support Portal using the login of your home institution (e.g. your University) through the Shibboleth authentication.

In the public page, you will see a section “**Sign in with DFN AAI**” (see Figure 1- DFN AAI authentication). Click on the link and you will be redirected to the WAYF (**Where Are You From**) service where you can select your home institution for further redirection. Afterwards you can insert login and password of your home institution to be redirected back to the homepage of the Baden Württemberg Support Portal.

The main steps during the Shibboleth authentication are:

## Step 1: User accesses the resource

The user starts by attempting to access the helpdesk hosted by a web server that has Shibboleth content protection enabled. S/he goes to the helpdesk login page and clicks on “bwIDM” link (see **Fehler! Verweisquelle konnte nicht gefunden werden.**). The resource monitor determines if the user has an active session and, if not, redirects her/him to the Service Provider in order to start the Single Sign-On (SSO) process.

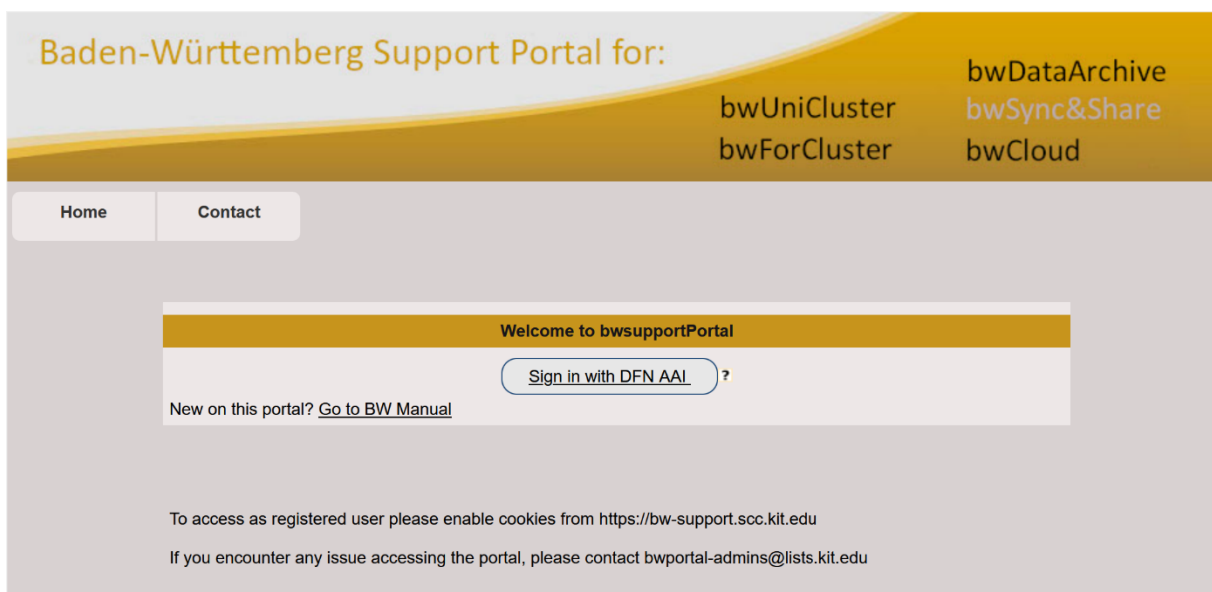


Figure 1- DFN AAI authentication

## Step 2: Service Provider issues Authentication Request

The user arrives at the Service Provider, which prepares and sends an authentication request to the Identity Provider, redirecting the user to the *Where Are You From* service of the DFN (Deutsches Forschungsnetz) federation (see Figure 2). There s/he can select his home organization.

DFN-AAI

DFN  
DEUTSCHES FORSCHUNGSNETZ

# Organisation auswählen

Um auf den Dienst **BW Support Portal** zuzugreifen, wählen oder suchen Sie bitte die Organisation, der Sie angehören.

 Karlsruher Institut für Technologie (KIT) ▼

Auswahl für die laufende Webbrowser Sitzung speichern.

Auswahl permanent speichern und diesen Schritt von jetzt an überspringen.

[DFN-AAI](#) [Impressum](#) [Datenschutz](#)

Betrieben mit SWITCHwayf.

Figure 2 - Shibboleth authentication – WAYF (Where Are You From) service of the DFN Federation

## Step 3: User Authenticated at Identity Provider

When the user arrives at the Identity Provider it checks if s/he has an existing session. If yes, s/he can go to the next step. If not, the Identity Provider authenticates her/him (e.g. by prompting for, and checking, a username and password) (see Figure 3) and the user proceeds to the next step.

## Shibboleth Identity Provider

### Anmelden

Sie wurden von dem Serviceprovider **BW Support Portal** hierher weitergeleitet und befinden sich nun auf einem Server des KIT. Bitte melden Sie sich mit Ihrem KIT-Account (z.B. ab1234 als Mitarbeiter oder uxxxx als Student) und Ihrem Passwort an.

<p>Benutzername:</p> <input type="text"/> <p>Passwort:</p> <input type="password"/>	<p>Wenn Ihr Computer in der KIT-Domäne angemeldet ist, bzw. Kerberos unterstützt, können Sie sich mit Ihrem Windows Konto anmelden.</p> <p style="text-align: center;"><b>WINDOWS LOGIN VERWENDEN</b></p>
---	---

Die oben bezeichnete Webseite des Serviceanbieters bittet Sie, sich bei Ihrer Heimateinrichtung anzumelden.

Sie bekommen auf der Folgeseite die Daten angezeigt, um deren Übermittlung der Serviceprovider bittet. Sie können dies bestätigen und damit den Vorgang fortsetzen oder durch Schließen des Fensters abbrechen. Haben Sie denselben Service bereits einmal genutzt, werden Sie nur dann erneut nach einer Bestätigung gefragt, wenn sich der Datenumfang oder der Name des Serviceanbieters geändert hat. Wenn Sie auf jeden Fall nochmal sehen möchten, welche Daten zur Übermittlung vorgesehen sind, aktivieren Sie bitte nachstehende Option.

Bitte zeige mir für diesen Serviceprovider erneut an, welche Daten gesendet werden sollen.

**ANMELDEN**

Figure 3 – Shibboleth authentication – User authenticated at her/his home organization

#### Step 4: Identity Provider issues Authentication Response

After identifying the user, the Identity Provider prepares an authentication response and sends it and the user back to the Service Provider.

#### Step 5: Service Provider checks Authentication Response

When the user arrives with the response from the Identity Provider, the Service Provider will validate the response, create a session for the user, and make some information retrieved from the response (e.g. the user's identifier) available to the protected resource. After this, the user is sent to the resource.

#### Step 6: Resource returns content

As in Step 1, the user is now trying again to access the protected resource, but this time the user has a session and the resource knows who s/he is. With this information the resource will service the user's request and send back the requested data, in this case the homepage of the helpdesk (see Figure 4).

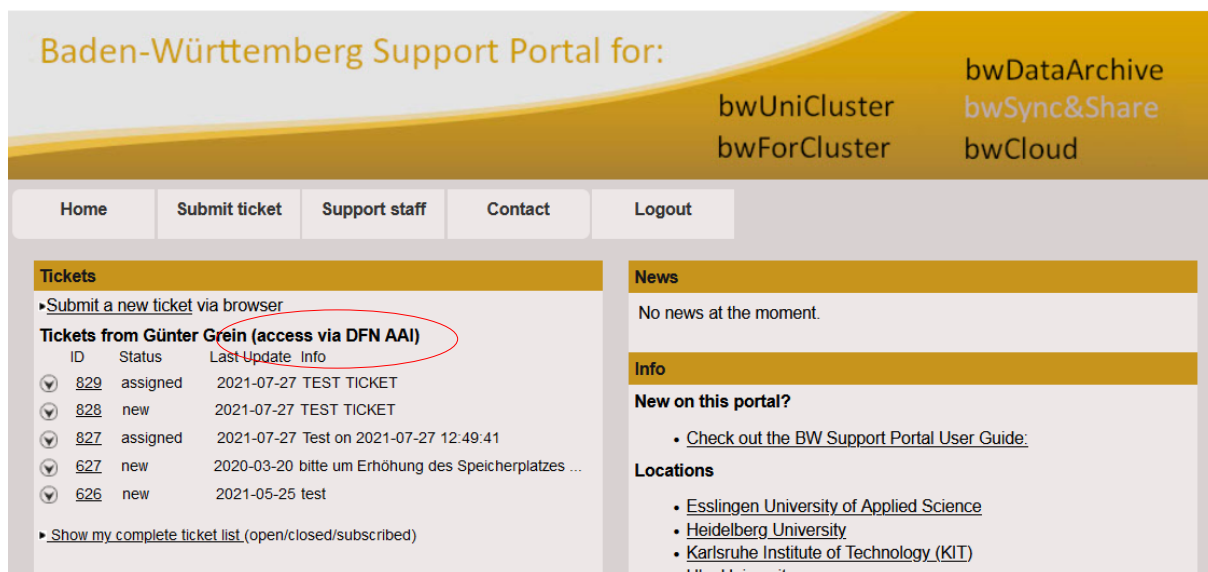


Figure 4 – Shibboleth authentication – Resource returns content

## 2 Users without support right

If you access the portal for the first time or you didn't apply for the support right yet, you are a simple user. Simple users are allowed to submit ticket and access/modify only own tickets. If you have the necessity to modify other tickets you should apply for support right during the registration process (see paragraph 3 Register/Apply for support ).

### 2.1 Homepage

On the homepage there are two main sections separated in two different columns: **Tickets** and **News**. The **Ticket** section shows your last five tickets that you have submitted.

In the **News** section you can see the news generated on the portal like events or maintenance announcements. Moreover, there is an **Info** section with some links that might be of interest for you.

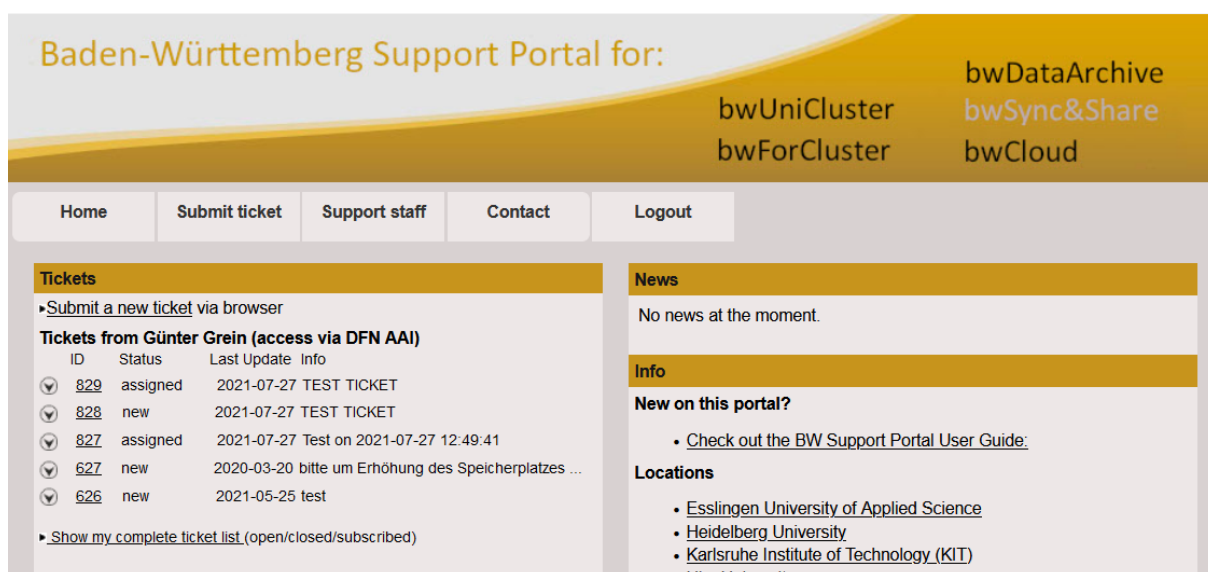
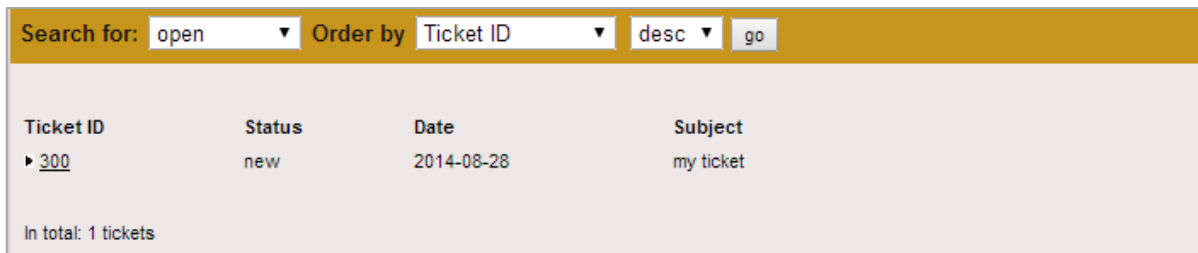


Figure 5 – Homepage for simple user

Click on the link “Show my complete ticket list (open/closed/subscribed)” in the homepage to view all your tickets and sort them by status or other criteria (see Figure 6 – All my tickets page). Here you can find also the list of tickets you have been subscribed.



The screenshot shows a web interface for viewing tickets. At the top, there is a search bar with the text 'Search for:' followed by a dropdown menu set to 'open'. To the right, there is an 'Order by' section with a dropdown menu set to 'Ticket ID', followed by another dropdown menu set to 'desc' and a 'go' button. Below this is a table with the following columns: 'Ticket ID', 'Status', 'Date', and 'Subject'. The table contains one row with the following data: 'Ticket ID' is '300', 'Status' is 'new', 'Date' is '2014-08-28', and 'Subject' is 'my ticket'. At the bottom left of the table area, it says 'In total: 1 tickets'.

Ticket ID	Status	Date	Subject
▶ <a href="#">300</a>	new	2014-08-28	my ticket

In total: 1 tickets

Figure 6 – All my tickets page

## 2.2 Ticket submit

The submit ticket form offers a set of fields which should help the user to describe her/his problem as detailed as possible. The submit form consists of two main sections: the user information and the problem information.

The **User Information** section includes the following fields:

- **Name:** Your name is displayed because you have accessed the portal via Shibboleth.
- **E-Mail:** Your email address is displayed because you have accessed the portal via Shibboleth.
- **Notification mode:** In this field you can decide if you want to be informed about every step (including assignment, changing of parameters etc.) or only on solution (including public diary entries) of the ticket.

The **Problem Information** section includes the following fields:

- **Subject:** In this area provide a concise short description of your problem.
- **Describe the issue:** In this area provide a more detailed description of your problem.
- **Priority:** Set a priority for your problem. Default priority is “less urgent”.
- **Assign ticket to:** Specify which support unit is responsible for your ticket. You can also skip the 1st Level Support and directly assign the ticket to another responsible unit.
- **Attach File(s):** You can upload error log files, screenshots or similar to a maximum size of 2MB. Please, avoid uploading .html, .php, or .exe files.

Figure 7 – Ticket submit page for simple user

## 2.3 View your own tickets

If you want to open a ticket page you can just click on the ticket id in the homepage. On this page you can see three main sections: the **Ticket Information** (Figure 8 - Ticket information – simple user), the **Ticket History** (Figure 9) and the **Ticket Modify** area (Figure 10 – Ticket Modify – simple user).

### 2.3.1 Ticket Information

The ticket information gives an overview about content and current status of the ticket including responsible unit and ticket parameters.

The description field shows the short and detailed description of the ticket, as specified by the user.

In this section you will find also the solution of the ticket when its status is set to “solved”. The solution containing a short description of the origin of the problem and what has finally worked to solve it.



Ticket-ID: 300		
Information Ticket-ID: 300		<a href="#">Add to my dashboard</a>
Submitter: <b>Buttitta Evelina</b> Loginname: test_user E-Mail: evelina.buttitta@kit.edu User notification: on Solution	Date of problem: 2014-08-28 09:58:39 Priority: less urgent	Origin SG: bwsupportPortal Ticket Category: Incident Responsible unit: bwsupportPortal First Level Support Status: new
<b>Description:</b> my ticket  Detailed Description: Hi, this is a test ticket		

Figure 8 - Ticket information – simple user

### 2.3.2 Ticket History

The ticket history shows all actions that have been taken to solve the ticket, with the date and time of these actions (see Figure 9 – Ticket history – simple user). Each status or responsible unit change produces a history entry with the new status and responsible unit in parenthesis

History Ticket-ID: 300		
Date	Time (Europe/Berlin)	Action taken/comments
2014-08-28	07:58	new (bwsupportPortal First Level Support)

Figure 9 – Ticket history – simple user

### 2.3.3 Ticket Modify

If you are a simple user, you can modify your ticket, for example add some additional information or comment on a question of a supporter.

You can change the following parameters:

- **Change priority:** Provides a dropdown-list of possible priority values.
- **User notification:** Here you can decide if you want to be informed about every step (including assignment, changing of parameters etc.) or only on solution (including public diary entries) of the ticket.
- **Add a comment:** What you write here, goes into the public diary of the ticket. It is visible for everyone.

Modify Ticket-ID: 300

Change Priority  
less urgent ▼

User notification  
 on solution  on every change

Add a comment (goes to history)

Save modification and submit

Figure 10 – Ticket Modify – simple user

### 3 Register/Apply for support permissions

If you would like to register to the portal and request the support right, click the link “Apply” under the “Support staff” menu and fill in the registration form.

Set “Do you want to have support access” to “Yes”, give a short explanation why you need this role (e.g. “*I am [support unit] administrator*”) and choose your corresponding support unit.

NOTE: each user can be assigned to more than one support unit even if during the registration process you can choose only one because of data privacy reasons. Please specify in the explanation field (“Why?”) if your account should be connected to other support units and their names. Later the user administrator will check your request and assign the support units to your account.

After the registration process you will receive an email with a confirmation link. Click on it to confirm your email address and activate your account.

Figure 11 – Registration and request of support right

In addition, you will receive an email when the user administrator has confirmed your support request. Then you should only reload any page of the portal and see in the navigation menu new sections: “My data” and “Search ticket” (see Figure 12 – Navigation menu for supporter).

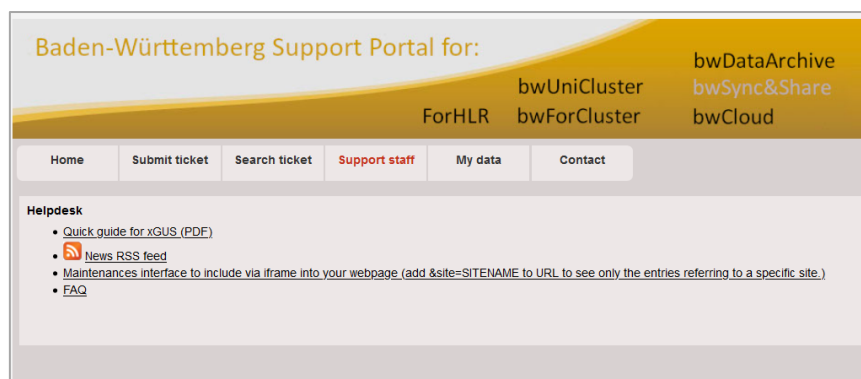


Figure 12 – Navigation menu for supporter

## 4 User with support right (supporter)

Supporters can submit tickets, use the ticket search engine and access tickets which are:

- currently assigned to the same support unit which the user belongs to (e.g. you belong to **bwsupportPortal First Level Support** support unit, then you can access and search only for tickets currently assigned to this support unit)

or

- created by another user which belongs to the same user's support unit e.g. you belong to **bwsupportPortal First Level Support** support unit. Then you can access a ticket created by another user which belong to **bwsupportPortal First Level Support** support unit independently of the fact that the ticket is currently assigned to this or another support unit.

If the user tries to access a ticket which doesn't respect these two conditions, s/he will get an empty page with the following message: "Sorry you cannot access this ticket because it doesn't belong to your Support Unit".

## 4.1 Homepage

On the homepage, the "**Tickets**" section shows the last 5 personal tickets and a list of the last 15 open tickets.

In the **News** section, you can see the news generated on the portal like events or maintenance announcements.

Moreover, there is an **Info** section with some links that might be of interest for you.



Figure 13 – Homepage for supporter

## 4.2 Ticket submit

The tickets submit form offers a set of fields, which should help the user to describe his problem as detailed as possible. The submit form consists of two main sections: the user information and the problem information.

The **User Information** section includes the following fields:

- **Name:** Your name is displayed because you have accessed the portal via Shibboleth.
- **E-Mail:** Your email address is displayed because you have accessed the portal via Shibboleth
- **Notification mode:** In this field you can decide if you want to be informed about every step (including assignment, changing of parameters etc.) or only on solution (including public diary entries) of the ticket.
- **My Support Unit:** Here you will see the support unit(s) you belong to. The ticket will be accessible to all users belonging to the selected support unit (e.g., your colleagues) according to the support right (see Register/Apply for support permissions).  
Choose "private" if you like to keep this ticket accessible only to yourself.

The **Problem Information** section includes the following fields:

- **Subject:** In this area provide a concise short description of your problem.
- **Describe your problem:** In this area provide a more detailed description of your problem.
- **Priority:** Set a priority for your problem. Default priority is “less urgent”.
- **Assign ticket to:** Specify which support unit is responsible for your ticket. You can also skip 1st Level Support and directly assign the ticket to another responsible unit.
- **Attach File(s):** You can upload error log files, screenshots or similar to a maximum size of 2MB. Please, avoid uploading .html, .php, or .exe files.

Figure 14 – Ticket submit page for supporter

### 4.3 Ticket search

You can search for tickets by various criteria according to the ticket parameters like “Support Unit”, “Status” etc. You can also search for keywords in the description text or just enter the ticket id of a wanted ticket.

Search criteria can also be extended by setting a timeframe, choosing from the values “last day”, “last week”, “last month”, “last quarter” or choose a specific timeframe by setting the exact dates.

You can define which columns you want to see in the search result list choosing one or more fields in “Show columns in search result”.

In the “Order tickets by” section you can define by which parameter the result list should be sorted.

After setting the search ticket parameters you can confirm clicking on the “GO” button and a list of results will be displayed on the bottom of the page.

This list shows the tickets, which match with your search criteria including links to the ticket, the responsible unit, the status, the last update and the short description.

**Ticket search engine**

Show columns in search result: Ticket-ID  Priority  Resp. Unit  Status  Last Update  Last Modifier  Creation Date  Ticket Category  Solution Date  Subject

Ticket ID: ?  Status: ?

Support Unit:  Priority:

User: ?

Keyword: ?

Special attributes:  creation date:

Order tickets by:

[new search with default values](#)

**7 Tickets found**

Ticket-ID	Priority	Resp. Unit	Status	Last Update	Subject
215	less urgent	bwsupportPortal First Level Support	solved	2014-08-25	Falsche
212	less urgent	bwSync&Share	solved	2014-07-25	test2
197	less urgent	bwsupportPortal First Level Support	unsolved	2014-06-24	Willkommen bei der Liste bw-first-level-...
196	less urgent	bwsupportPortal First Level Support	solved	2014-06-24	Re: bwsupportPortal -Ticket-ID: # 195 AT...
183	less urgent	bwsupportPortal First Level Support	unsolved	2014-06-24	test
188	less urgent	bwsupportPortal First Level Support	unsolved	2014-03-10	[Ticket#2014021010000405] Ihre Anfrage a...
63	less urgent	bwsupportPortal First Level Support	solved	2014-03-10	Nachrichten an das Support Portal könne...

Tot pages: 1  
[1]

Powered by Karlsruhe Institute of Technology

Figure 15– Ticket search page

## 4.4 View tickets

For opening the ticket details view just click on the ticket ID in the search results list.

### 4.4.1 Ticket Information

The ticket information gives an overview about content and current status of the ticket including responsible unit and ticket parameters.

If you are interested in the current ticket and you would like to add it to your dashboard page, you can click on “Add to my dashboard” link on the left corner of this section.

The description shows the short and detailed description of the ticket, as specified by the user.

In this section you will find also the solution of the ticket when its status is set to “solved”. The solution containing a short description of the origin of the problem and what has finally worked to solve it.

If the ticket cannot be solved by only one support unit, it can be duplicated up to 15 times. You have to enter a comment why you duplicate this ticket. The duplicated tickets contain the same ticket information but the ticket history is not duplicated.

Tickets which are already duplicated or are in a terminal status (solved, unsolved, or verified) cannot be duplicated.

Information Ticket-ID: 11232		<a href="#">Add to my dashboard</a>	
Submitter: <b>Günter Grein</b>	Date of issue: 2022-09-01 07:50:36	Origin SG: bwsupportPortal	
E-Mail: guenter.grein@kit.edu	Priority: less urgent	Responsible unit: <b>bwSupport Portal</b>	
Submitter SU: bwSupport Portal		Status: <b>closed</b>	
User notification: on Solution			
<b>Description:</b> TEST			
Detailed Description:			
Just a test.			
<b>Solution:</b> testing unsolved status now			
<a href="#">[Refresh page]</a> <a href="#">[Top]</a> <a href="#">[History]</a> <a href="#">[Modify ticket]</a>			

Figure 16 – Ticket information – for supporter

**Note:** in this section you will find the “Submitter SU” which corresponds to the user submitters’ support unit. If you belong to the same support unit you will have access to the ticket according to the supporter privileges (see Register/Apply for support permissions)

#### 4.4.2 Ticket History

History Ticket-ID: 11232			
Last modifier	Date	Time (UTC)	Action taken/comments
<input checked="" type="checkbox"/> Collapse/expand old history entries ?			
Günter Grein	2022-09-01	07:50	assigned (bwSupport Portal)
Günter Grein	2022-09-01	07:51	Public diary: solution
Günter Grein	2022-09-01	07:51	solved (bwSupport Portal) Solution: solution
Günter Grein	2022-09-01	07:53	reopened (bwSupport Portal)
Günter Grein	2022-09-01	07:54	Public diary: testing unsolved status now

Figure 17 - Ticket history – for supporter

Each history entry shows the name of the **Last modifier**, the date and time of the change and what has been done with the ticket.

Updates on status or responsible unit produce a history entry with the new status and responsible unit in parenthesis.



### 4.4.3 Ticket Modify

Modify section Ticket-ID: 12232

Assign ticket to support unit: ?  
bwUniCluster

Change status: ?  
assigned

Change priority: ?  
urgent

Public diary (Triggers email to submitter)

Click here to open internal diary

Escalation/reminders as usual  
Please send reminder on 10 Feb 2023

Related issue ?

Want to upload attachment? Durchsuchen... Keine Datei ausgewählt. (Max. filesize: 2MB)

Save modification and submit

[Refresh page] [Top] [History] [Modify ticket]

Figure 18 – Modify section - for supporter

- **Assign ticket to support unit:** If a ticket has to be assigned to another support unit, the appropriate unit has to be selected here.
- **Change status:** You can select between several open and terminal status.
  - a. Tickets which have not yet been assigned to a support unit have status **new**. 1st Level Support is responsible to assign these tickets to the responsible support unit.
  - b. If you start working on a ticket, select **in progress**, so the submitter can see that somebody works on the ticket.
  - c. Select **waiting for reply** if you have posed a question to the user or other support staff and are waiting for an answer.
  - d. Select **on hold** if you know the ticket cannot be solved for more than three days because you are waiting for a software update, a political decision etc.
  - e. Select **solved** if the problem is solved and enter a solution in the solution field
  - f. Select **unsolved** if the problem cannot be solved. Enter an explanation in the solution field.
  - g. Select **reopened** if the ticket is on solved or unsolved and you find out that the solution/explanation is not satisfactory or the problem has reappeared.
  - h. In **verified** tickets the submitter has verified the given solution, the ticket cannot be modified anymore.
  - i. Changing of the support unit automatically sets the status to **assigned**.
- **Change Priority:** Provides a dropdown-list of possible priority values.
- **Public diary:** What you write here is visible for everybody. Choose this field if you want to communicate with the submitter.

- **Escalation/reminders**

- “Escalation/reminders as usual” means that you support unit receives an email with a list of all open tickets for your support unit twice a week.
- If you set the ticket to “waiting for reply” or “on hold” and select “Please send reminder on ...” you won’t be reminded about this ticket until the given date. You might use this feature if you are waiting for an external software update etc.

- **Related Issue:** If you want to document a link which is related to this issue, e.g. a ticket in a different ticket system/bug tracker, insert the link here.
- **Attachment:** You can upload error log files, screenshots or similar here to a maximum size of 2MB. Avoid uploading .html, .php, or .exe files.

#### 4.4.4 Verify a Solution/Reopen Ticket

If you are the submitter, you can verify the solution of a ticket. This means you are content with the given solution. Please note that the ticket can’t be changed any more after verification.

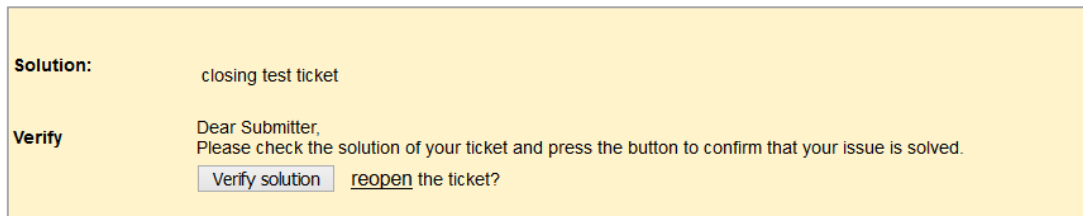


Figure 19 – Verify solution



Figure 20 – Ticket Verify

If you are not happy with the given solution, you can reopen the ticket clicking on the ‘reopen’ link. You will be guided to the modify section where you should change the status of the ticket from solved

to “reopened”. Then insert an explanation why you are not satisfied with the given solution in the comment field and submit the ticket.

## 4.5 My dashboard

You can access the ticket dashboard page clicking on “My dashboard” on the “My data” menu (see Figure 21).

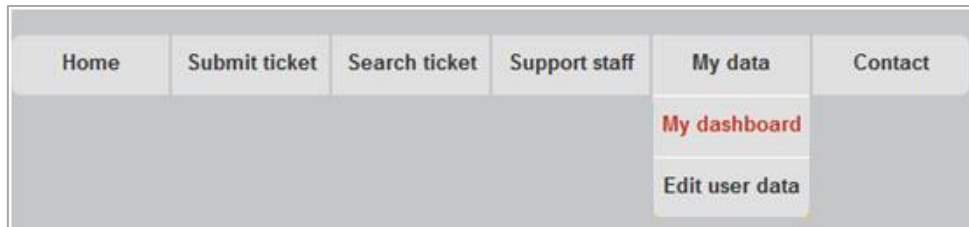


Figure 21 - My dashboard link on the main menu

Your personal dashboard contains a list of tickets that you have chosen to add to your dashboard. You can do so if you click “Add to my dashboard” on top of the ticket page (see Figure 22 – Ticket page – “Add to my dashboard” link).

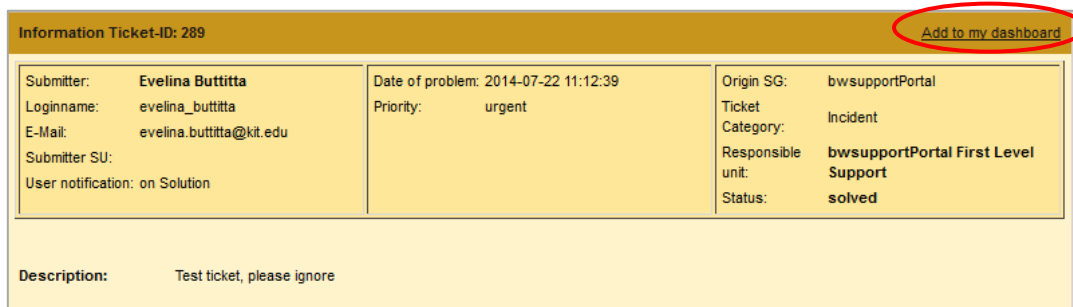


Figure 22 – Ticket page – “Add to my dashboard” link

For each ticket listed in this table (see Figure 23) you can find a link guiding you directly to the ticket and some information: creation date of the ticket, short description, status, info about the author and the date of the last update

You can remove a ticket from your dashboard whenever you like clicking on the icon in the “Remove ticket from dashboard” column.

My ticket dashboard					
Ticket ID	Creation Date	Short description	Status	Last Change	Remove ticket from dashboard
<a href="#">215</a>	2014-08-01	Falsche	solved	2014-08-25 07:31:26 (Helmut Dres)	

Figure 23 – My dashboard page

## 4.6 Edit user data

You can check/edit your account information clicking on “Edit user data” of “My data” menu (see Figure 24 – View/edit user data page).

Baden-Württemberg Support Portal for:

ForHLR    bwUniCluster    bwSync&Share  
 bwForCluster    bwFileStorage

Home    Submit ticket    Search ticket    Support staff    **My data**    Contact

My dashboard

**Edit user**    Edit user data

Last Name: Buttitta  
 First Name: Evelina  
 E-Mail: evelina.buttitta@kit.edu  
 Phone:   
 Language:   
 Project:   
 Home Institute:   
 Persistent ID: https://idp.scc.kit.edu/idp/shibbolethhttps://bw-support.scc.kit.ed  
 Support Unit: bwsupportPortal First Level Support

You have support access.

Save Changes

Figure 24 – View/edit user data page

## 4.7 News Administration

If you want to inform users about maintenance at your site, a conference or event, you can create a news entry which will appear on the main page.

As supporter, you can access the news administration section even if a small limit: you can add, edit or delete only your news. Only the news administrator can manage all news from all users. If you want to get this right, please contact the bwPortal team.

In this section a list of news of the last 2 months is showed with the headline, date of modification, timeframe and the status.

You can choose one of these status values:

- hide,
- show,
- show as hint.

Add News							
ID News	News	Modified on	Author	Show from	Status	edit	delete
981	Maintenance on Karlsruhe on 29-08-2014	2014-08-29 14:56 UTC	Evelina Buttitta	29-Aug-2014 06-Sep-2014	show		

In total: 1 NEWS [\[top\]](#)

Figure 25 – News administration page

If you want to add a new news click on “Add News” link in the left top corner of the page. You will see the form shown in Figure 26 – Add news.

The form is titled "Add a new news" and is located in the top left corner of the page. It contains the following fields and options:

- Author:** A text input field containing "Günter Grein".
- Headline:** An empty text input field.
- Additional information:** A large, empty text area for detailed explanation.
- URL (e.g. http://www.kit.edu):** An empty text input field.
- E-Mail (e.g. info@kit.edu):** An empty text input field.
- Publication timeframe:** A section with two dropdown menus. The first is labeled "date" and has "07", "Jul", and "2020" selected. The second is labeled "until" and has "14", "Jul", and "2020" selected.
- Submit:** A button at the bottom left of the form.

A link labeled "News list" is located in the top right corner of the page.

Figure 26 – Add news

In this form you can add new news which will be displayed on the main page and on the news interfaces (links on page “Support Staff”) during the timeframe chosen. Afterwards it will disappear automatically.

Provide a headline for the news and a more detailed explanation in the **Additional information** box.

Select the **Publication timeframe** for this news.

You can provide a **URL** or **E-Mail** address for more information.

Click the “Submit” button to create the news. The news will be added in the “News” section of the homepage (see Figure 27 - News in the homepage).

The screenshot shows the homepage with a navigation bar at the top containing links: Home, Submit ticket, Search ticket, Support staff, My data, and Contact. Below the navigation bar, there are two main sections:

- Tickets:** A section with a yellow header. It contains a link "Submit a new ticket via browser", a sub-header "Tickets from Evelina Buttitta (access via certificate)", and a table with columns "ID", "Status", "Last Update", and "Info". One ticket is listed with ID "289", status "waiting for...", last update "2014-08-29", and info "Test ticket, please ignore". Below the table are links for "Show my complete ticket list (open/closed/subscribed)" and "Search ticket database".
- News:** A section with a yellow header. It displays a news item with a bell icon, title "Maintenance on Karlsruhe on 29-08-2014", and source "News from Evelina Buttitta 2014-08-29 14:56 Europe/Berlin". Below the title, it states: "Maintenance on Karlsruhe. This maintenance is scheduled for 29-08-2014, 07:00 until 08:00 Europe/Berlin".

Figure 27 - News in the homepage

## 4.8 Monitor

As support member, you can see in the monitor page all ticket changes in the portal from the last 24 hours (see Figure 28 – Monitor page)

Actions in the last 24 hours			
Ticket ID	Time	Action	Last Modifier
<a href="#">bwsupportPortal 289</a>	2014-08-29 12:52:50	waiting for reply (bwsupportPortal First Level Support)	Evelina Buttitta
<a href="#">bwsupportPortal 289</a>	2014-08-29 12:52:50	Public diary: Priority has been changed from less urgent to urgent.	Evelina Buttitta

Figure 28 – Monitor page

## 5 Contacting bwPortal team

If you have problems with the registration/authentication or if you encounter any issues using the Baden Württemberg Support Portal you can contact the bwPortal development team.

Click on “Contact webmaster” link of the “Contact” menu and fill in the form (see Figure 29 - Contact form for sending an email to the bwPortal team) to send an email to the bwPortal team with your message. Alternatively you can send directly an email to [bwportal-admins@lists.kit.edu](mailto:bwportal-admins@lists.kit.edu).


Contact page

Use the form below to ask a question or send a message to the webmaster of the helpdesk.  
To contact others, please use the [Submit Ticket page](#)

\* Name:

\* E-Mail:

\* Your message:



\*Security code:

Protected by [PHP CAPTCHA](#)

Figure 29 - Contact form for sending an email to the bwPortal team

Figure 1- DFN AAI authentication.....	3
Figure 2 - Shibboleth authentication – WAYF (Where Are You From) service of the DFN Federation	4
Figure 3 – Shibboleth authentication – User authenticated at her/his home organization .....	5
Figure 4 – Shibboleth authentication – Resource returns content .....	6
Figure 5 – Homepage for simple user .....	6
Figure 6 – All my tickets page .....	7
Figure 7 – Ticket submit page for simple user .....	8
Figure 8 - Ticket information – simple user .....	9
Figure 9 – Ticket history – simple user .....	9
Figure 10 – Ticket Modify – simple user .....	10
Figure 11 – Registration and request of support right .....	11
Figure 12 – Navigation menu for supporter .....	11
Figure 13 – Homepage for supporter.....	13
Figure 14 – Ticket submit page for supporter .....	14
Figure 15– Ticket search page.....	15
Figure 16 – Ticket information – for supporter .....	16
Figure 17 - Ticket history – for supporter .....	16
Figure 18 – Modify section - for supporter .....	17
Figure 19 – Verify solution .....	18
Figure 20 – Ticket Verify .....	18
Figure 21 - My dashboard link on the main menu .....	19
Figure 22 – Ticket page – “Add to my dashboard” link.....	19
Figure 23 – My dashboard page .....	19
Figure 24 – View/edit user data page .....	20
Figure 25 – News administration page.....	20
Figure 26 – Add news .....	21
Figure 27 - News in the homepage.....	21
Figure 28 – Monitor page .....	22
Figure 29 - Contact form for sending an email to the bwPortal team .....	22