

Calculus Software Solutions Online Help Desk

An account must be created for you by a member of the Calculus Software Solutions Admin Team before you can log in and access the online Help Desk. However, you may still read through this guide as a reference to understand what to expect when using the Help Desk.

If you would like to request an account or are unsure of your account details, please click the following [link](#) to generate a pre-filled email to admin@findesolutions.com

Step 1: Setting Your Password

Once the admin team has processed your account, you will receive an email.

1. Open the email and click the link provided.
2. Follow the instructions to set up your password.
3. After setting your password, log in to your account using the credentials you created.



Step 2: Account Information & Help Desk

My Account Page

After logging in, you will land on the **Account Overview** page. This page provides basic information about your credit account

This section has limited functionality but offers basic visibility of your account status.

Help Desk

The **Help Desk** is located in the left-hand navigation menu.

When accessed, the Help Desk will display your **active service jobs**, sorted by last updated date or priority.

Key Features

1. Submit a Ticket

Click this button to open a slide-out window. You'll need to provide:

- Your name
- The fault related to the job
- A brief description of the fault

2. Job Filter Dropdown

Allows you to toggle between:

- **Active Service Jobs** (default view)
- **Completed Service Jobs** (recently closed)

3. Quick Search

Use this field to enter a **service job number**.

Tip: Ensure the correct filter (Active or Completed) is selected before searching.

4. Page Selector

If you have many service jobs listed, they will be divided across multiple pages.

You can navigate between pages manually or use **Quick Search** to locate specific jobs faster.

5. Job List Window

Displays your current tickets based on:

- Your selected filter (Active/Completed)
- Recent activity or job priority

Help Desk

The screenshot shows the Help Desk interface with the following elements:

- 1**: A button labeled "Submit a ticket".
- 2**: A dropdown menu labeled "Show the active service jobs".
- 3**: A search input field with the placeholder text "Quick search (Min. 3 characters to search in: job Number, Subject, Reported By, Status)".
- 4**: A page selector dropdown labeled "page 1".
- 5**: A table header row with columns: Job nr., Subject, Reported By, Status, Priority, and Last Activity.

Job nr.	Subject	Reported By	Status	Priority	Last Activity
241907	Unable To Log In To NCompass	Jane Doe	New Job	Emergency	10/06/2025 07:58:34
241906	Printer Won'T Connect	Jordan	New Job	Normal	10/06/2025 07:31:29

Raising a New Service Job

To raise a new service job:

1. Navigate to the **Help Desk** from the left-hand menu.

2. Click the **Submit a Ticket** button in the main Help Desk window.
3. A slide-out form will appear where you need to provide:
 - **Your Name**
 - **Subject** – A brief title for the issue
 - **Message**– Detailed information about the problem or fault
4. Once all fields are completed, use the submit button in the bottom right of the form to create the new service job.

“ The new job will then appear in your **Active Service Jobs** list, sorted by most recent update, this list will automatically refresh upon submission

Help Desk

Submit a ticket Show the active service jobs

Quick search (Min. 3 characters to search in: job Number, Subject, Reported By, Status)

1-2 / 2 tickets page 1

Job nr.	Subject	Reported By	Status	Priority	Last Activity
241907	Unable To Log In To NCompass	Jane Doe	New Job	Emergency	10/06/2025 07:58:34
241906	Printer Won'T Connect	Jordan	New Job	Normal	10/06/2025 07:31:29

1-2 / 2 tickets page 1

Adding an Entry to an Existing Service Job

Step 1: Select a Service Job

- From the list of service jobs, **click** on the job you want to update.

- You will be shown the current details of the selected job, including:
 - **Job Number and Title**
 - **Priority Level**
 - **Status of the Job**
 - **Assigned Personnel**
 - **Creation Date**

Step 2: Post a New Entry

- Click on the **“Post a New Entry”** button.
- Enter the **details of your update** in the input field provided.
- Once done, click **“Submit”**.

Step 3: Identifying Your Entries

- After submission, your entry will appear in the job’s history window.
- Entries you create as a customer will be labeled as **“Me”** in the job history list.

The screenshot shows the NCompass Help Desk interface. At the top is a navigation bar with links for NCOMPASS ADVANCED RETAIL, WEBPRESENCE ECOMMERCE, SUPPORT, MORE, and CONTACT US. On the left is a sidebar menu with options like My Account, My Orders, My Wish List, Address Book, Account Information, Help Desk (highlighted), My Product Reviews, and Logout. Below the sidebar are sections for Compare Products and a note that there are no items to compare.

The main content area is titled "Help Desk" and contains a "Submit a ticket" button, a dropdown menu for "Show the active service jobs", and a search bar with the placeholder "Quick search (Min. 3 characters to search in: job Number, Subject, Reported By, Status)". Below the search bar, it indicates "1-3 / 3 tickets" and "page 1".

Job nr.	Subject	Reported By	Status	Priority	Last Activity
241908	My Receipt printer will not print out any customer till receipts	Jordan Lane	Waiting For Customer To Contact Calculus (Auto)	Normal	10/06/2025 14:33:28
241907	Unable To Log In To NCompass	Jane Doe	New Job	Emergency	10/06/2025 07:58:34
241906	Printer Won'T Connect	Jordan	New Job	Normal	10/06/2025 07:31:29

At the bottom of the ticket list, it shows "1-3 / 3 tickets" and "page 1".

Created 2025-06-05 07:31:23 UTC by Jordan Lane
 Updated 2026-06-02 09:08:46 UTC by Jordan Lane