

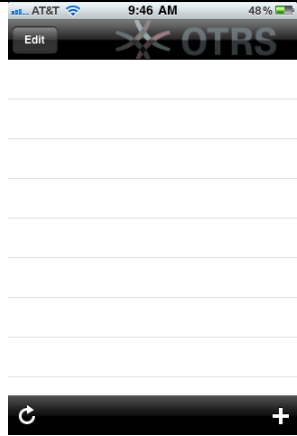
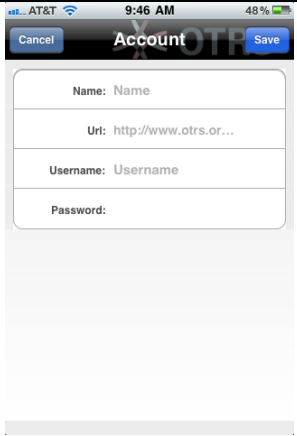
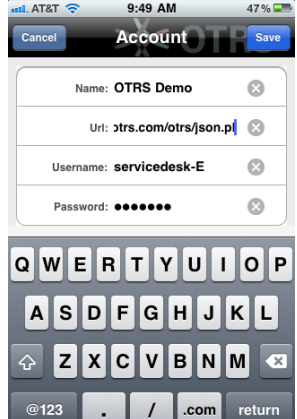
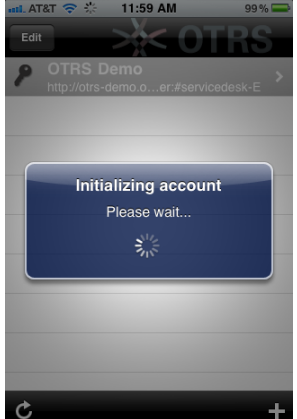
OTRS iPhone App Demo Configuration



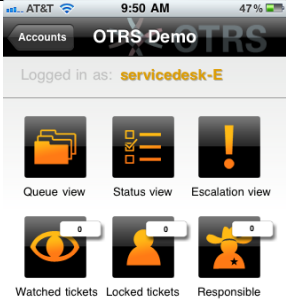
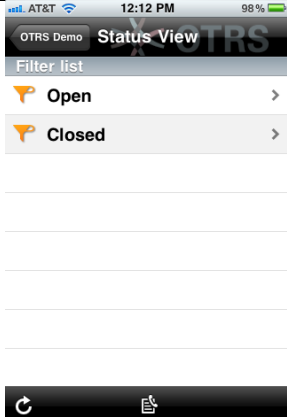
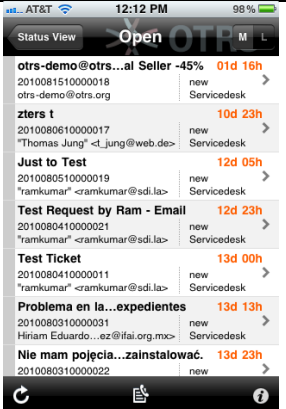
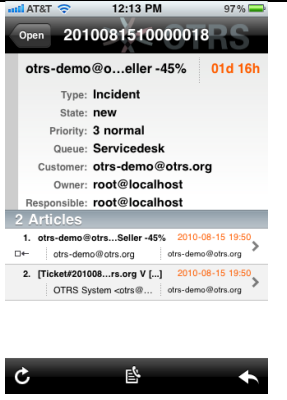
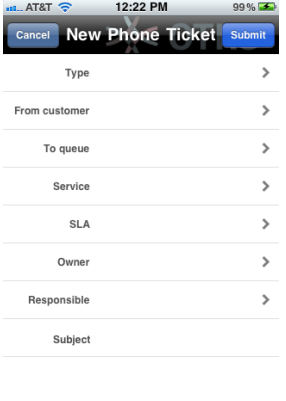
This document will guide you through configuring the OTRS iPhone app so that you can look at tickets in the OTRS demonstration area.

First step is to go to the Apple App Store, download and install the free OTRS iPhone App.

Now click on the OTRS icon on your iPhone to launch it

<p>Step 1: Click on the “plus” symbol on the bottom right of your iPhone screen to add in new OTRS account. You can configure as many different accounts you need based on whatever user access and OTRS systems you deal with</p> 	<p>Step 2: Fill out the information for this screen using the following data:</p> <p>Name: OTRS demo (or whatever you want to call the account on your iPhone) URL: http://otrs-demo.otrs.com/otrs/json.pl Username: servicedesk-E Password: otrs123</p> 
<p>Step 3: Your screen should look something like this.</p> <p>Click save and it will take you back to the main accounts screen.</p> 	<p>Step 4: Selecting the OTRS Demo account will log you into the system and provide you a list of ticket information</p> 

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<p>Walkthrough 1: Click on Status View</p>		<p>Walkthrough 2: Now click on Open</p>	
<p>Walkthrough 3: Select one of the tickets you want to see.</p> <p>(Note: The first time the app goes to get tickets after login it is building up a cache so please be patient during the initial loading).</p>		<p>Walkthrough 4: This view shows you the ticket and any articles associated with the ticket.</p>	
<p>Walkthrough 5: Controls along the bottom of the screen enable you to take actions with the ticket. The circular arrows will refresh the ticket view from the server. Clicking on the center icon will let you enter a new phone ticket....</p>		<p>Walkthrough 6: Or you can take other actions on the ticket by clicking on the left pointing arrow on the bottom right of the screen</p>	