

# Users' Guide for Tele Support Expert Service

## Welcome

IAEA's Tele Support Expert Service (TSES) is designed to provide help to the end-users of IAEA's analytical tools for energy systems analysis and planning (also called energy models like MEAD, WASP, ENPEP, MESSAGE, FINPLAN, SIMFACTS). These models are now being used in over 100 countries. In many cases, the users may have a question about (or a problem in) the use of above analytical tools. Such questions can be posted through TSES to the IAEA experts, who will help resolve the problem. All communications will be through TSES and will be preserved.

Basically TSES is a ticket tracking component by which IAEA/NE/PESS staff organise the expert support for resolving questions (requests for technical support) which are submitted by the users. Here is an overview of the role of various people involved:

Role	Description
User	User of IAEA Energy Models. Submits questions or requests for help - in TSES language called an <b>issue</b> or <b>ticket</b> .
Dispatcher	Dispatches incoming requests to the available set of experts.
Administrator	Takes care of administrative matters related to operating the TSES software system.
Expert	Expert, assigned by the Dispatcher, who provides technical support to the users and answers questions by them.

## Getting Started

<http://tses.iaea.org/tses>

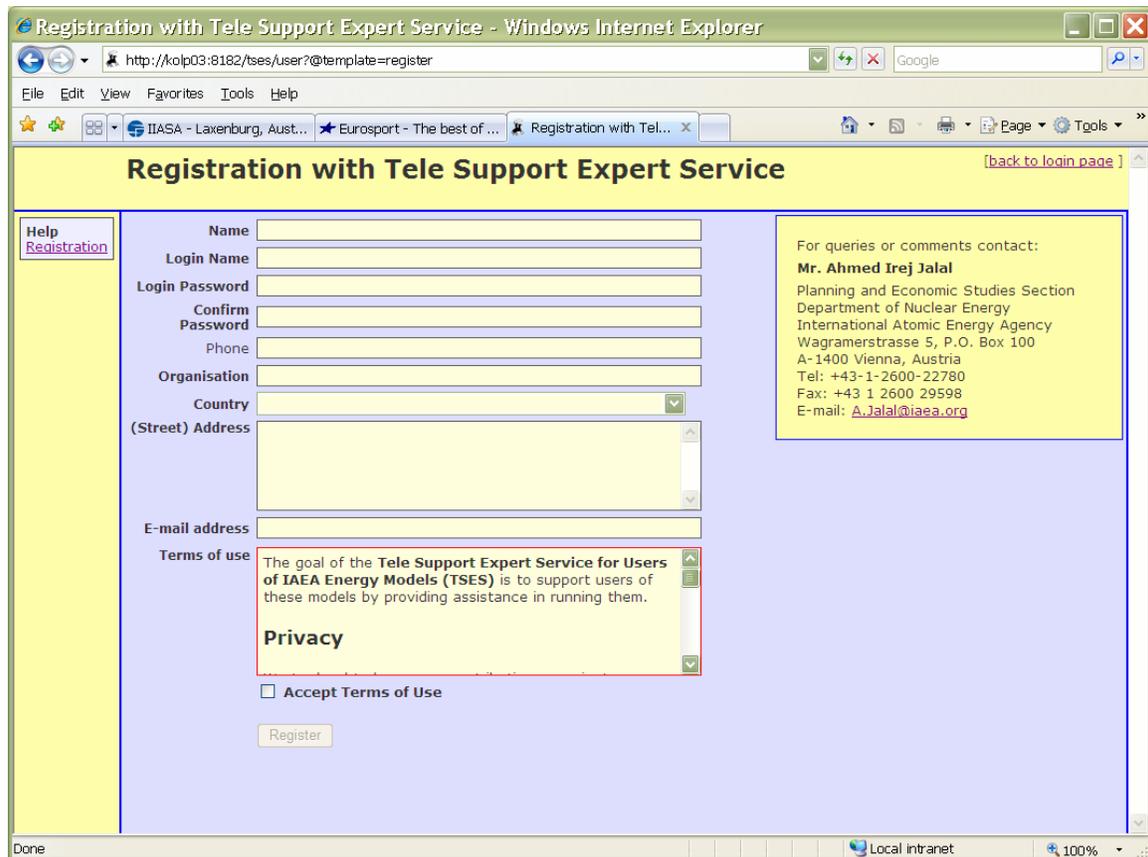
This web address will take the user to the Welcome screen (TSES Login Page), shown below (figure 1). The first time user will have to register by applying for Registration. After successful registration, the user can start using the system. Registration procedure is described in the following paragraphs and also provide in the Help document at the “Registration screen”.



Figure 1 – TSES login page

## Registration

In order to register, a user has to fill in the Registration Form shown in Figure 2. The bold faced fields are mandatory. Then read the “Terms of Use” and, if agreeable, accept them (by checking the checkbox) which will enable the “Register” button on the lower end of the panel.



The screenshot shows a web browser window titled "Registration with Tele Support Expert Service - Windows Internet Explorer". The address bar shows the URL "http://kolp03:8182/tses/user?@template=register". The page content includes a navigation menu with "Help" and "Registration" links. The main form area contains the following fields: Name, Login Name, Login Password, Confirm Password, Phone, Organisation, Country (dropdown), (Street) Address, and E-mail address. A "Terms of use" section contains a text area with the following text: "The goal of the Tele Support Expert Service for Users of IAEA Energy Models (TSES) is to support users of these models by providing assistance in running them." Below this is a "Privacy" section and a checkbox labeled "Accept Terms of Use". A "Register" button is located at the bottom of the form. On the right side of the form, there is contact information for Mr. Ahmed Irej Jalal, including his title, department, agency, address, phone, fax, and email.

**Registration with Tele Support Expert Service** [\[back to login page\]](#)

[Help](#)  
[Registration](#)

Name

**Login Name**

**Login Password**

**Confirm Password**

Phone

Organisation

Country

(Street) Address

E-mail address

**Terms of use**

The goal of the **Tele Support Expert Service for Users of IAEA Energy Models (TSES)** is to support users of these models by providing assistance in running them.

**Privacy**

Accept Terms of Use

For queries or comments contact:  
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Figure 2 – Registration page.

An example of filled in Registration Form is shown in figure 3. If a mandatory field is not filled in, the system will respond with the message to provide that information. On clicking the “Register” button, the registration procedure will start, with a notice, “You will shortly receive an email confirming your registration. To complete the registration process, visit the link indicated in the email” (figure 4).

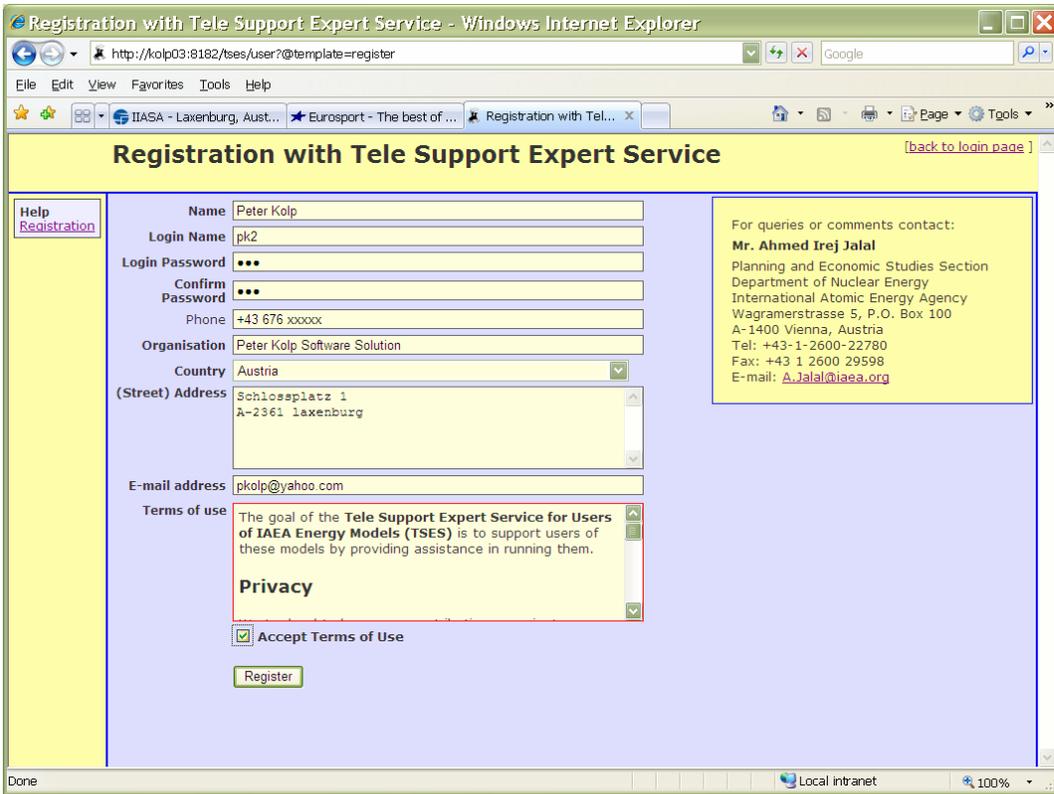


Figure 3 – registration form filled, Terms of Use accepted, ready to press “Register” button

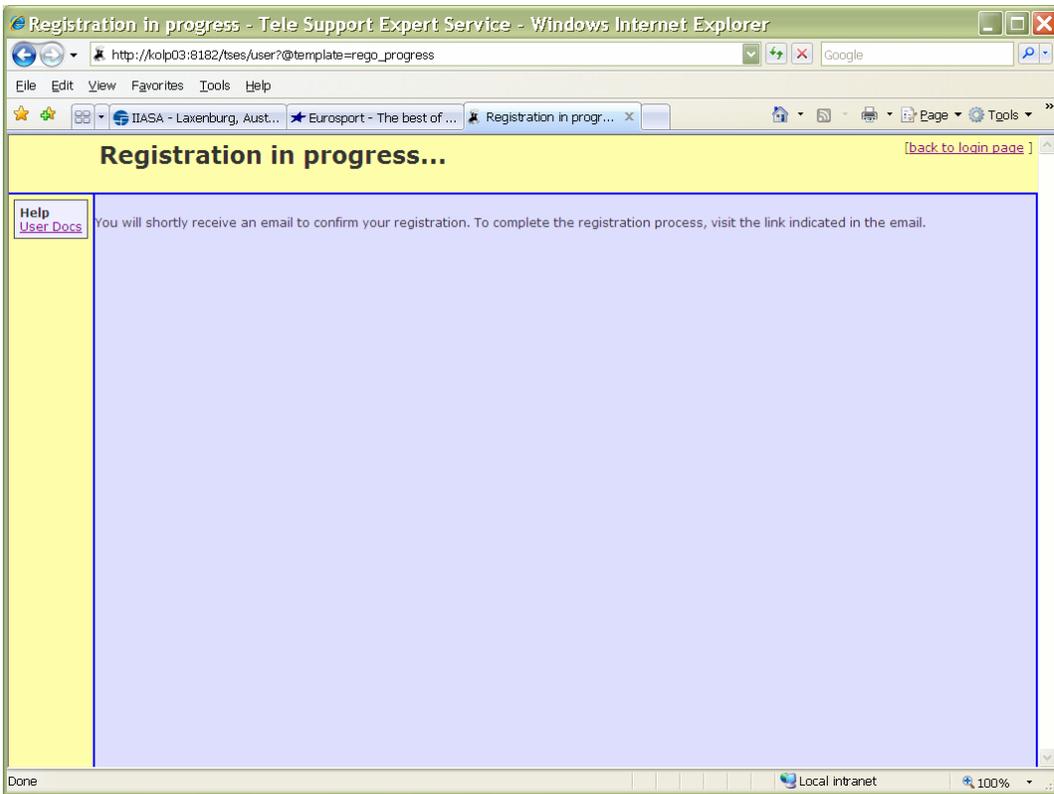


Figure 4 – registration in progress

To complete the registration, the user can follow the link in the email body by simply clicking on it. Normally, depending on the setup of the email, it is sufficient to simply click on the link. If it does not work, copy the link to the URL field of your favorite web browser (e.g. Internet Explorer or Firefox).



Figure 5 – e-mail notification about successful first step of registration

For the first time, accessing the link you have received by e-mail will log you in to TSES by using a one time key. Next time for visiting TSES, you will have to use your username and password to login. Now you are a registered user of the TSES, entitled to submit requests for expert support – “issues” in TSES lingo.

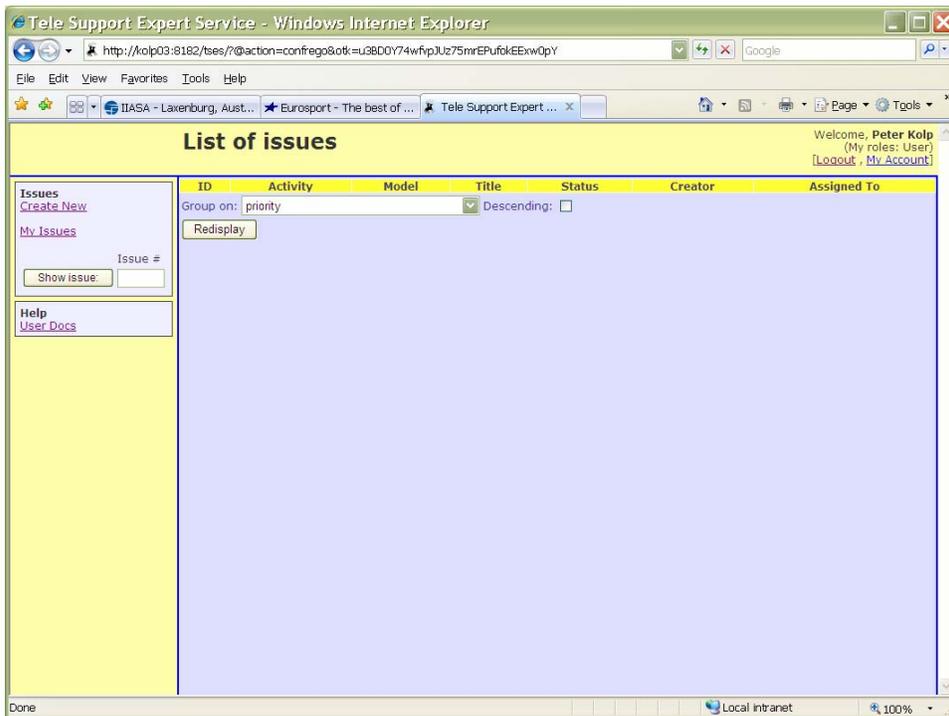


Figure 6 – registration completed.

## Options for users

- Create a new issue
- Browse user documentation
- Edit user's account data (e.g. change password, change e-mail address, ...)

## Creating an Issue

Left hand part of the TSES page is a navigation panel. It provides:

1. Create new link
2. My issues link
3. button and entry for going directly to issue by #
4. link to user guide/documentation

The screenshot shows a web browser window titled "New Issue - Tele Support Expert Service - Windows Internet Explorer". The address bar contains the URL "http://kolp03:8182/tses/issue?@template=item". The page content is titled "New Issue Editing" and includes a navigation panel on the left with links for "Issues", "My Issues", and "Help". The main form area contains fields for "Title", "Model" (a dropdown menu), "Note" (a text area), and "File" (with a "Browse..." button). A "Submit New Entry" button is located below the "File" field. A note at the bottom of the form states: "Note: highlighted fields are required." The browser window also shows a "Welcome, Peter Kolp" message and a "Local intranet" status bar.

Figure 7 – create a new issue page. Basically you have to fill the form.

The required fields are:

- **Title** – the subject of the ticket (will be displayed in the listings)
- **Model** – simply select from the drop down box
- **Note** – the message text or description of your problem

Optionally you can attach as many Files as you need to make your problem description sufficient (e.g. input files of a case which has the program, or screenshots displaying an error message, etc.)

An issue (a ticket) has several aspects assigned to it:

- It has a **unique ID**,
- one **Subject**,
- may have several **Text messages**
- and **Attachments**.
- Tickets do have an **owner**,
- a **status**,
- a **History of changes**
- and a **Urgency** attribute.

The ticket is the basic data structure of the system. Tickets are used to organize all messages (text, notes, etc.) and other information (attached files) related to a user's request. Basically the data model is very close to the (MIME) e-mail structural model.

An attachment can be any type of file (like e.g. screenshots images, text files, excel files, model input files, etc.). In general you can attach whatever you need for making your "problem description" comprehensive. Of course - you can use .zip archive files to attach a collection of files in one go.

**Hint:** If you want to attach more than one file, you have to do this sequentially, i.e. when you create an issue, there is just one "attach file field". In order to attach more than one files, after creating an issue add more files - one file at a time.

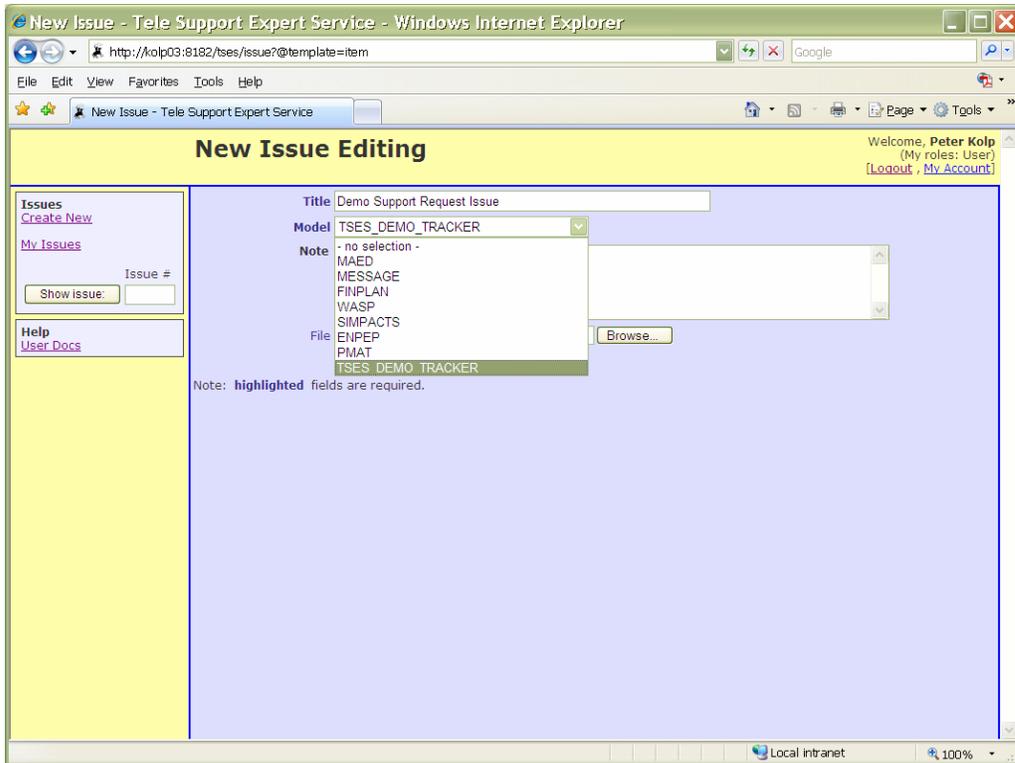


Figure 8 – Subject (Title) entered, selecting Model from drop down list ...

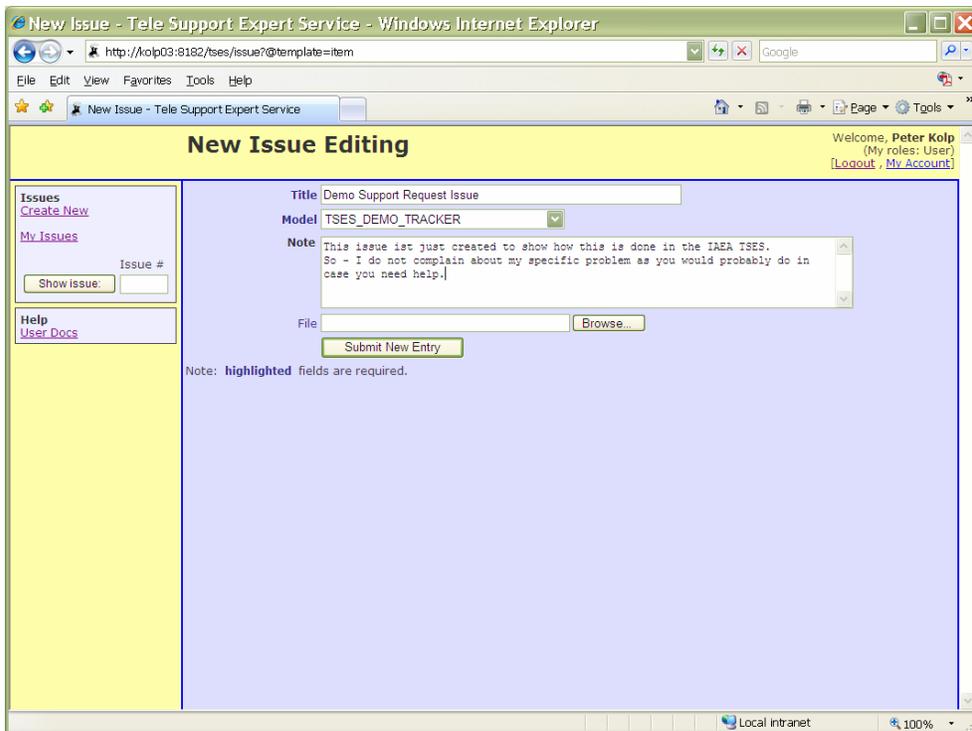


Figure 9 – Required fields filled; ready to press the “Submit New Entry” button. The user could also add an attachment here by making use of the “Browse” button next to the File field. For now, the user can continue our tour by clicking the submit button.

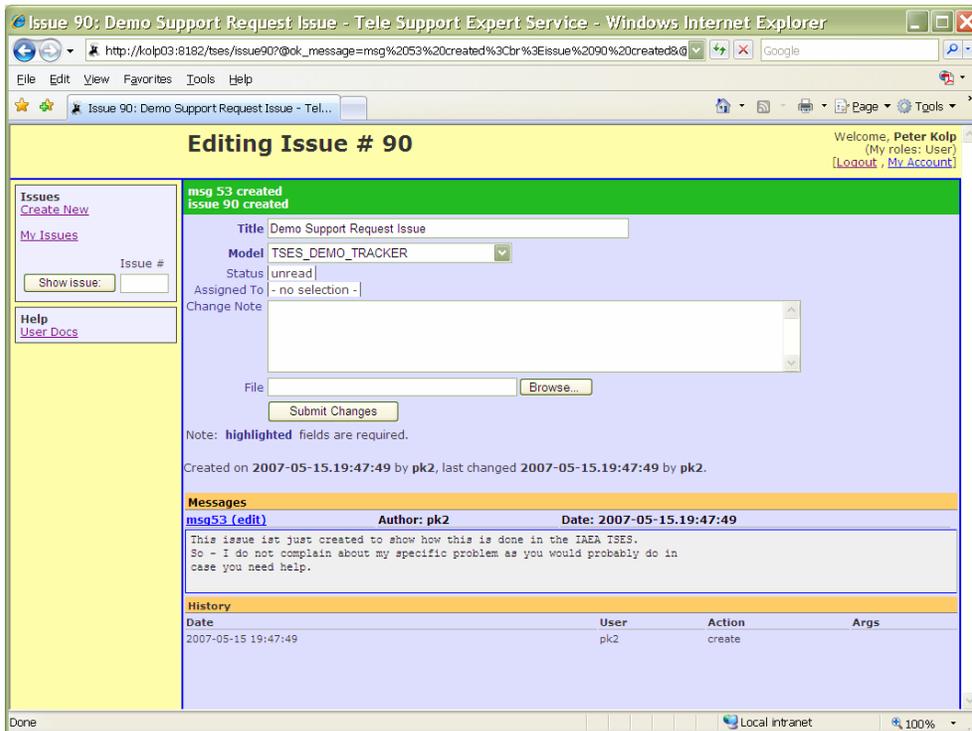
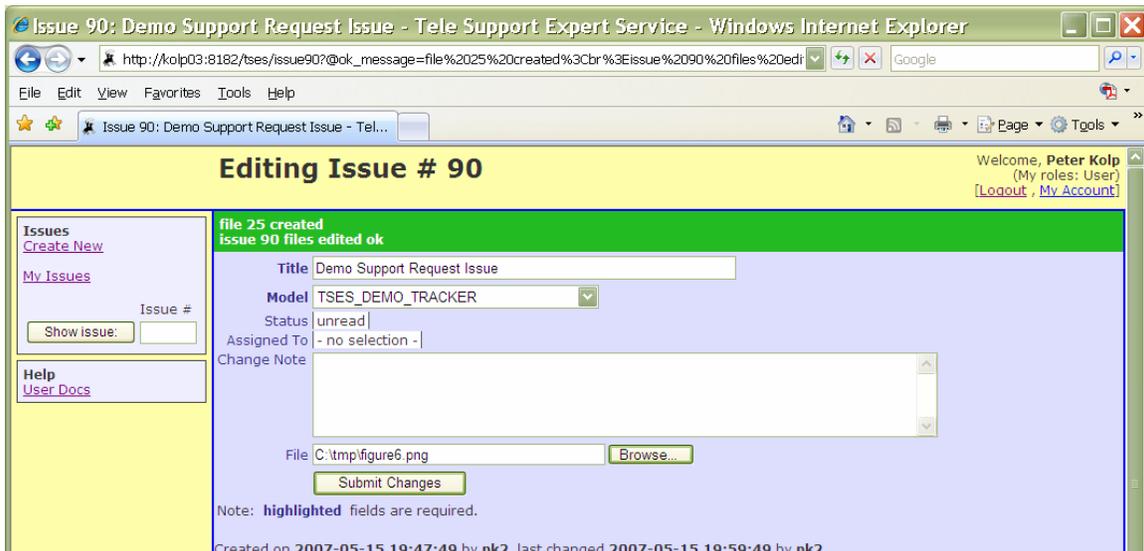


Figure 10 – after creating a new issue (i.e. we pressed the “Submit New Entry” button we end up in the “Editing Issue #90” page. It tells us (see green area on top of screen) that TSES has created two objects on our behalf, a “msg” (#53) and a “issue” (#90) . To add attachments (files) to the ticket we use the “Browse ...”<sup>1</sup> button next to the “File” entry.



<sup>1</sup> Please keep in mind that the Label of the button may be different in your browser (e.g. in a German language setting it will be labeled “Durchsuchen ...”

Figure 11 – select a file to attach (in this case “C:\tmp\figure6.png” and pressing the “Submit Changes” button, - the selected file will be uploaded to TSES and will be attached to the issue we are editing – see below

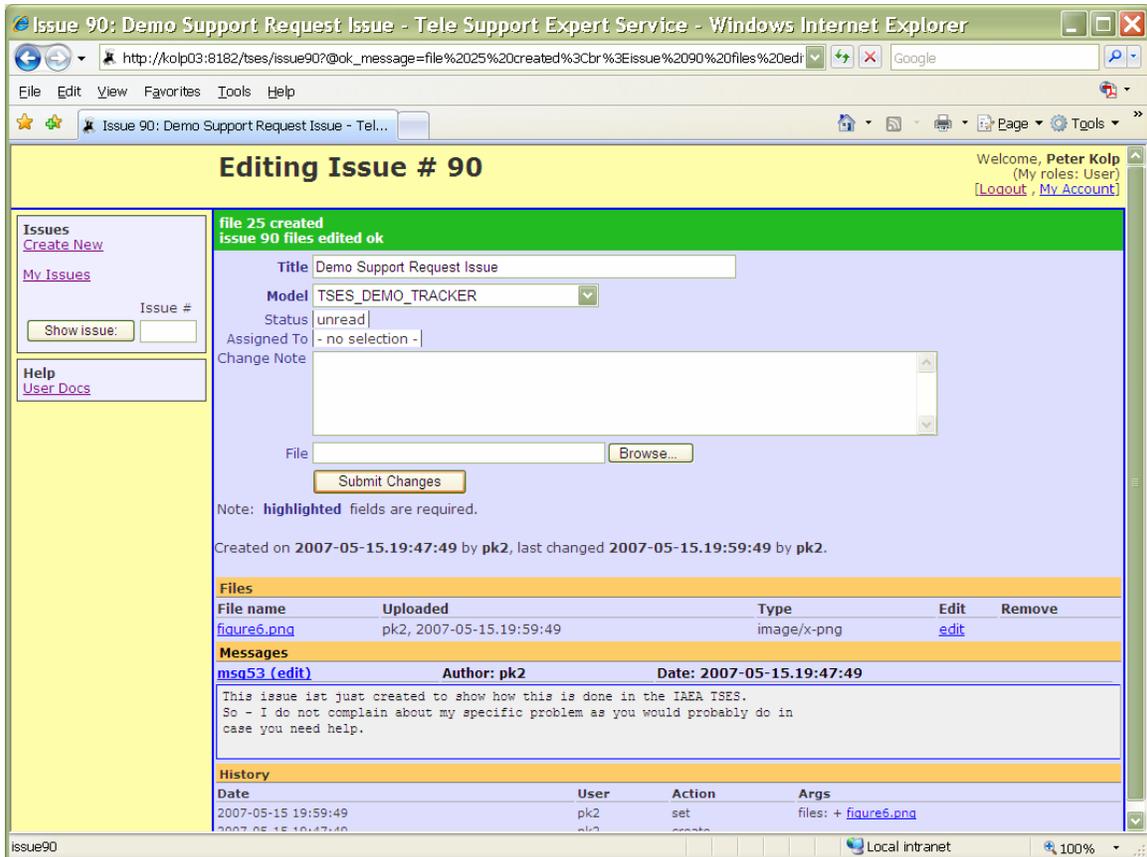


Figure 12 – File is attached and listed in the “Files” area. You can attach as many files as needed – one at a time – and you can add more “Change Note” text message e.g. to describe what is in the attached file(s).

Once you have completed your issue (all files attached, description done) you can either logout (click on the “Logout” link on the upper right hand side of the page) or go back to the issue listing page by clicking the “My issues” link in the left hand side navigation panel.

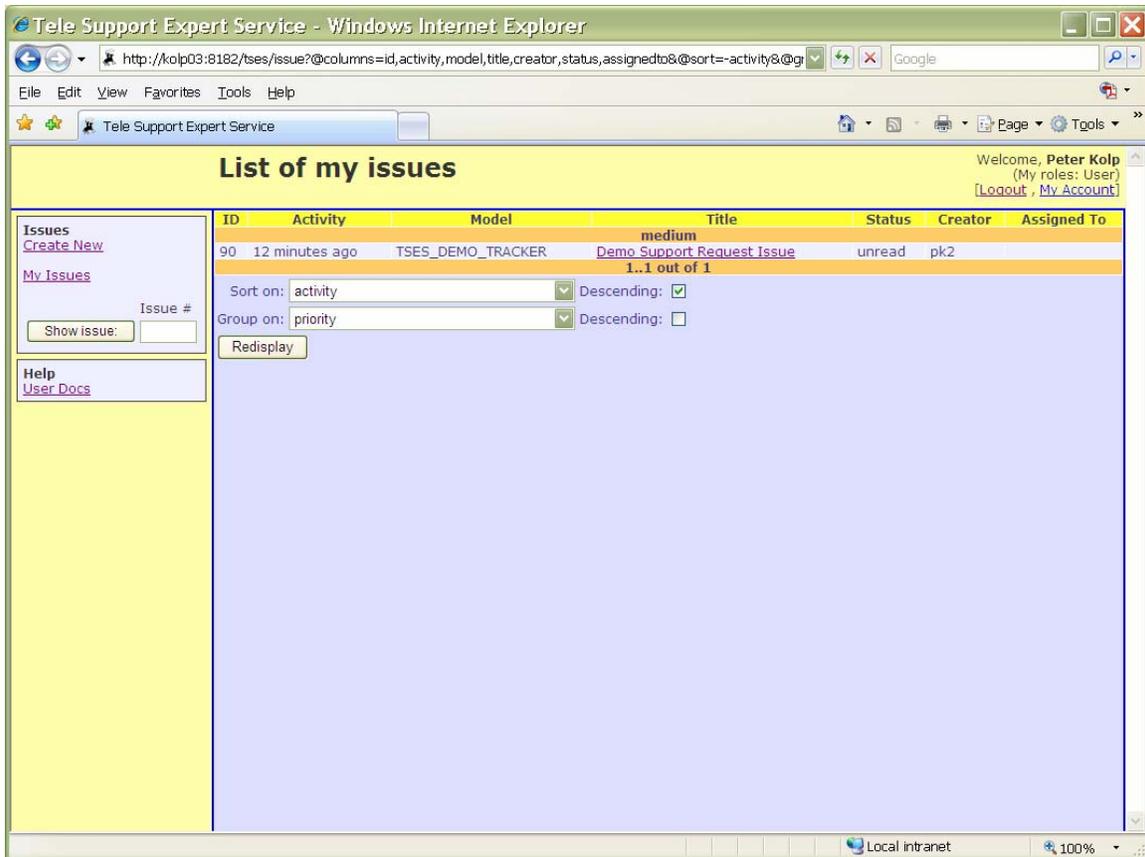


Figure 13 – Back in the List of Issues page. Now displaying the issue we have entered

## Status checking

There are two ways of checking what is happening to the ticket a user has submitted to TSES. The system creates e-mail notifications whenever the status of an issue (request) or the responsibility is changed.

Another way to find out what is (or is not yet) happening to your service request(s) is to actively check the status of your issues.

1. **Login** to TSES by providing your user name and password
2. When you log in, your "List of Issues" form is displayed. This list presents an overview of the issues that you have submitted.
3. In case you want to see more detailed view of a specific issue, follow the link in the **Title** column of the list.
4. To get back to this list - when browsing issue details), select the **My Issues** link, which is located in the left hand side navigation bar.

## Notifications (by e-mail)

TSES creates e-mail notifications. Notifications for clients<sup>2</sup> are created when:

- A ticket (issue in TSES language) is created.
- The status of a ticket changes (e.g. from “unread” (the initial status of a ticket) to “in progress” (meaning an expert is working on)
- Responsibility is changed (i.e. when a dispatcher assigns a ticket to an expert)
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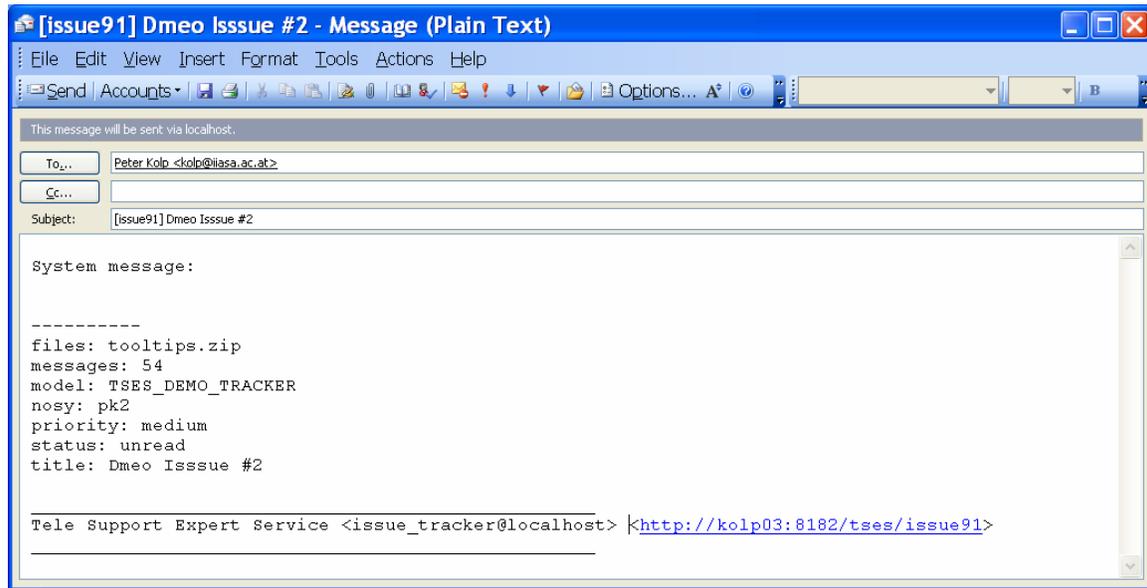


Figure 14 – Notification e-mail which is sent when a new issue is created

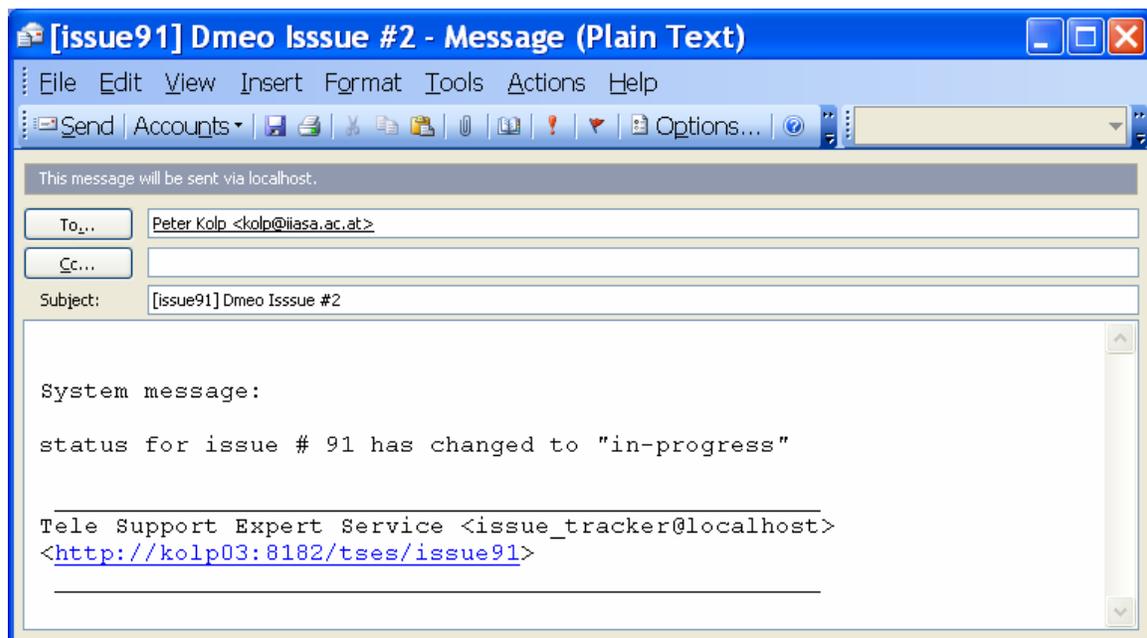


Figure 15 – Notification e-mail which is sent when an issue's status is changed

<sup>2</sup> There are other types of events – like creation of a new user – that are sent to dispatchers and administrators. Here we cover the ones sent to TSES clients (“User” role clients in TSES context).

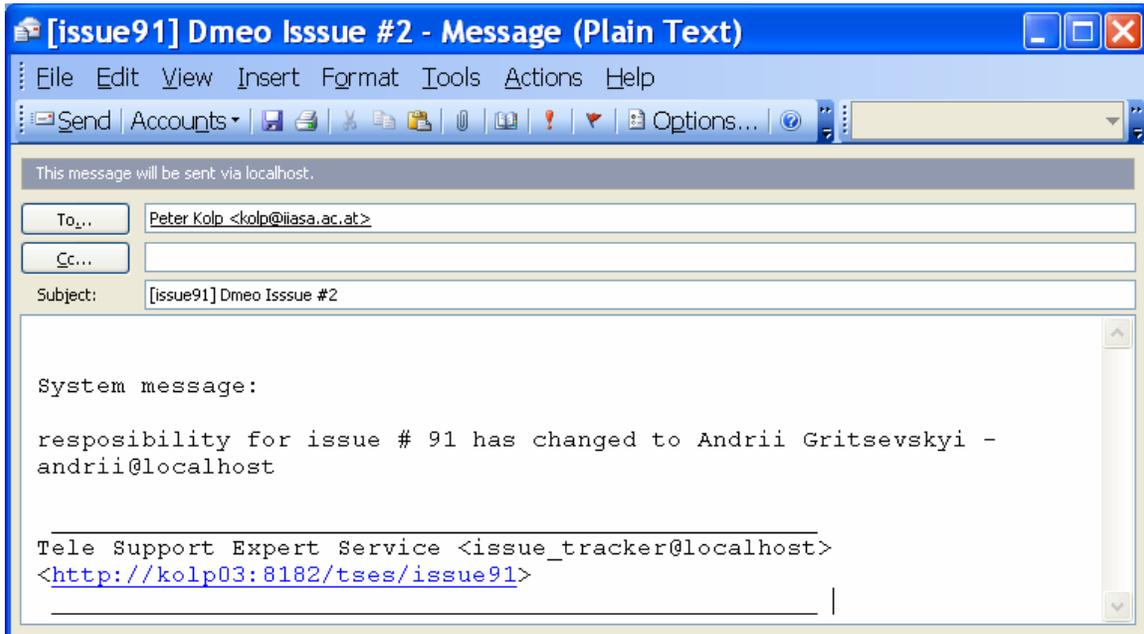


Figure 16 – Notification e-mail which is sent when the responsibility for an issue is changed (i.e. it is assigned to an expert who will take care of)

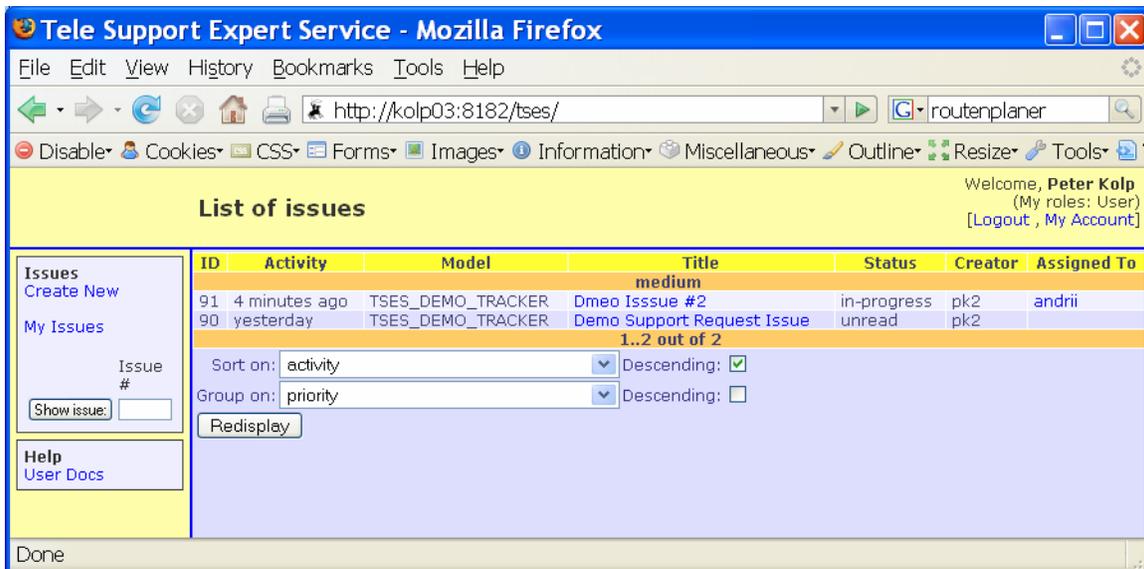


Figure 17 – Checking issues by logging in to TSES. Whenever you login to TSES a list of your issues is displayed. The list provides an overview of your (not yet resolved) issues which TSES is taking care of. By clicking on the title link of an issue you are forwarded to a more detailed view.