STAG Online User Guide

June 2015

STAG Online is the new, faster, more user friendly version of STAG. Much of the previous functionality remains but some of the old or obsolete functions have been removed to help de-clutter and speed things up.

STAG Online can be accessed anywhere - on site and off site - on any device (desktop, tablet, mobile) including by Linney staff working remotely and on our client sites.

Whilst the functionality and intention for use is the same as STAG, this user guide aims to give you a quick tour of the new look and feel of STAG Online as well as guidance on what information to provide.

Hopefully you will find this guide and STAG Online simple and easy to use. If you have any queries, please contact Karolyn Gamble in the IT Applications team on Ext: 160.

Contents:

1. Log in

URL: stag.linney.com

User name & Password   These are the user name and password you use to log into Nexus/MyCentre/Timesheets.

If you don't know these or don't have a log in, please ask your team leader or the IT team to set you up. This user guide can be accessed from this screen before you log-in and then once you've logged in.

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Guide

STAG Online

User Name

Password

☑ Remember Me

Log In

Forgotten Password

Hint: Log in with the same details you use for Nexus

When you log in for the first time you will be prompted to enter your Windows username (the same as you use to log in to your PC/Laptop). You will only need to do this once.
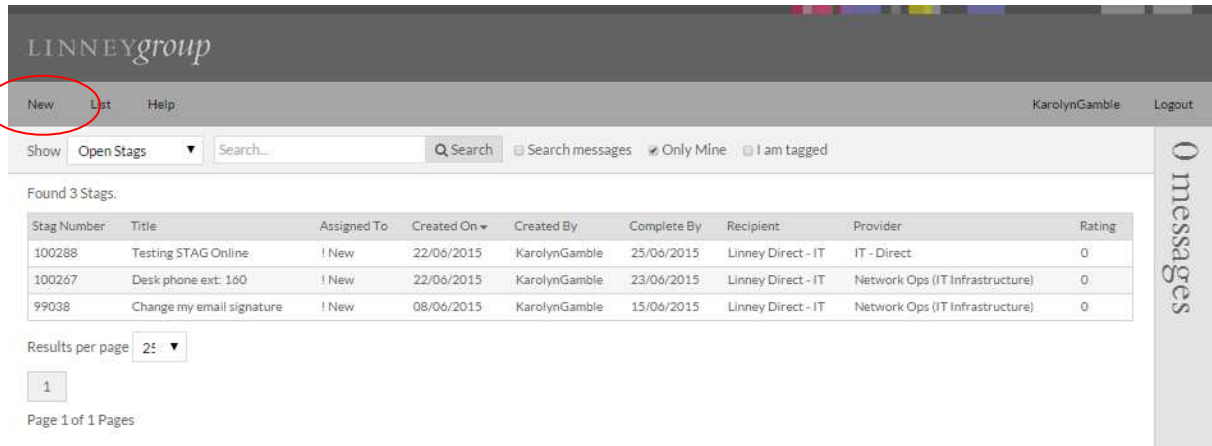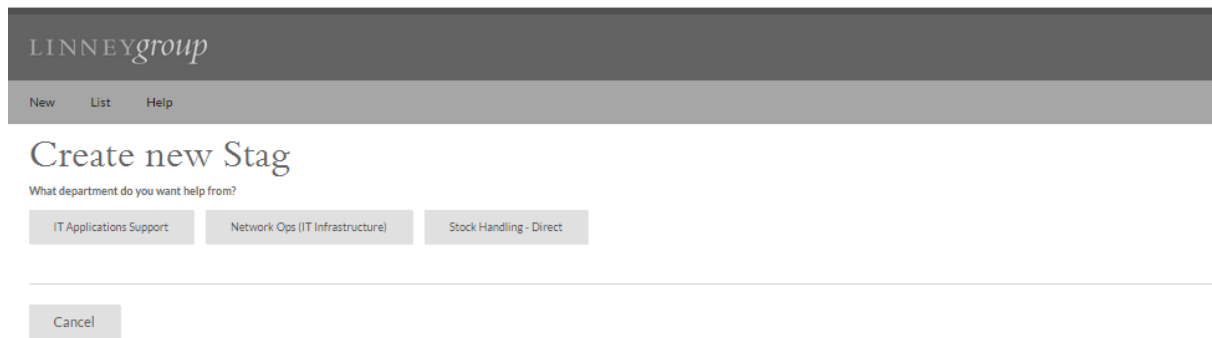
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Guide

Create your Stag Online account

Please enter your Microsoft Windows login username:

Enter your Windows username

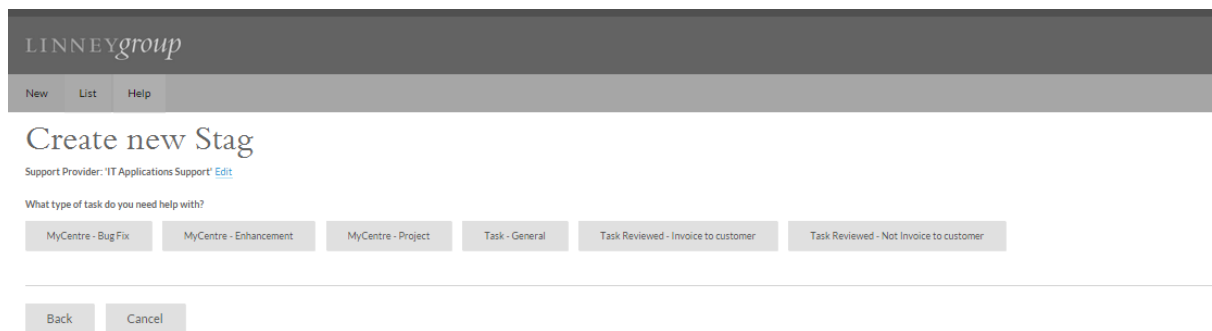Login

2. Create a new STAG

Click on 'New' in the top left hand of the screen.

Click on the department you need – choose from IT Applications Support, Network Ops and Stock Handling.

Click on the type of task you need help with. The page will show you different task options depending on the department your STAG is for....

Enter the job number your STAG relates to or, if no job number is applicable, select "No job number – internal use only".

3

You will then see the following page for entering the details of your STAG

- Enter a title for your STAG to indicate briefly the support you require
- Enter the date you need the STAG to be complete by
- Upload any related files and tag any other users if you need to

Then give as much information as you can in the text box to explain what you need help with. Be as specific as you can about which system you need support with (SCORPION, MyStore, MyCampaigns etc) along with dates, how to replicate the problem, stock codes and other details such as:

- Can you replicate the issue?
- What caused the issue?
- How long has it been a problem?
- What software/hardware (if any) is the issue on?

Examples

	Example of Stag	Reason
Good	"Scorpion isn't working" "Give someone Scorpion permissions"	Not enough information has been entered, so support will need to ask you for further information before they can work on your STAG.
Better	"Scorpion keeps bringing up an error when it loads" "Can <name> get Scorpion permissions"	A little more information helps to answer the most common questions. Adding some basic steps to replicate the error provides a way for support to test the error. Support may still need to contact you to clarify some details.
Best	"Scorpion keeps showing the attached error when it loads. It started ever since I got a new PC." "Can <name> get the following Scorpion permissions: Import and clear stock."	Providing as much relevant information as possible from the outset ensures the support team fully understands the issue and can work on resolving it without having to contact you for more information.

Please select a complete by date which reflects the urgency with which you need the STAG completing and the time it will take to resolve. If you are unsure how long it will take, please phone IT first to talk it through, on ext 627. If it is not urgent, please allow a suitable time frame to reflect this.

Once you have entered all the information, press ´Complete and raise the STAG´.

This STAG will then appear in your list of Open STAGs.

We fully understand that some issues stop your work. If this is the case please call IT support on ext 627 once you've raised the STAG to flag up the urgency of the task. At that time we will try to understand the solution needed and how long it will take, giving thought to other existing STAGs and their priority levels.
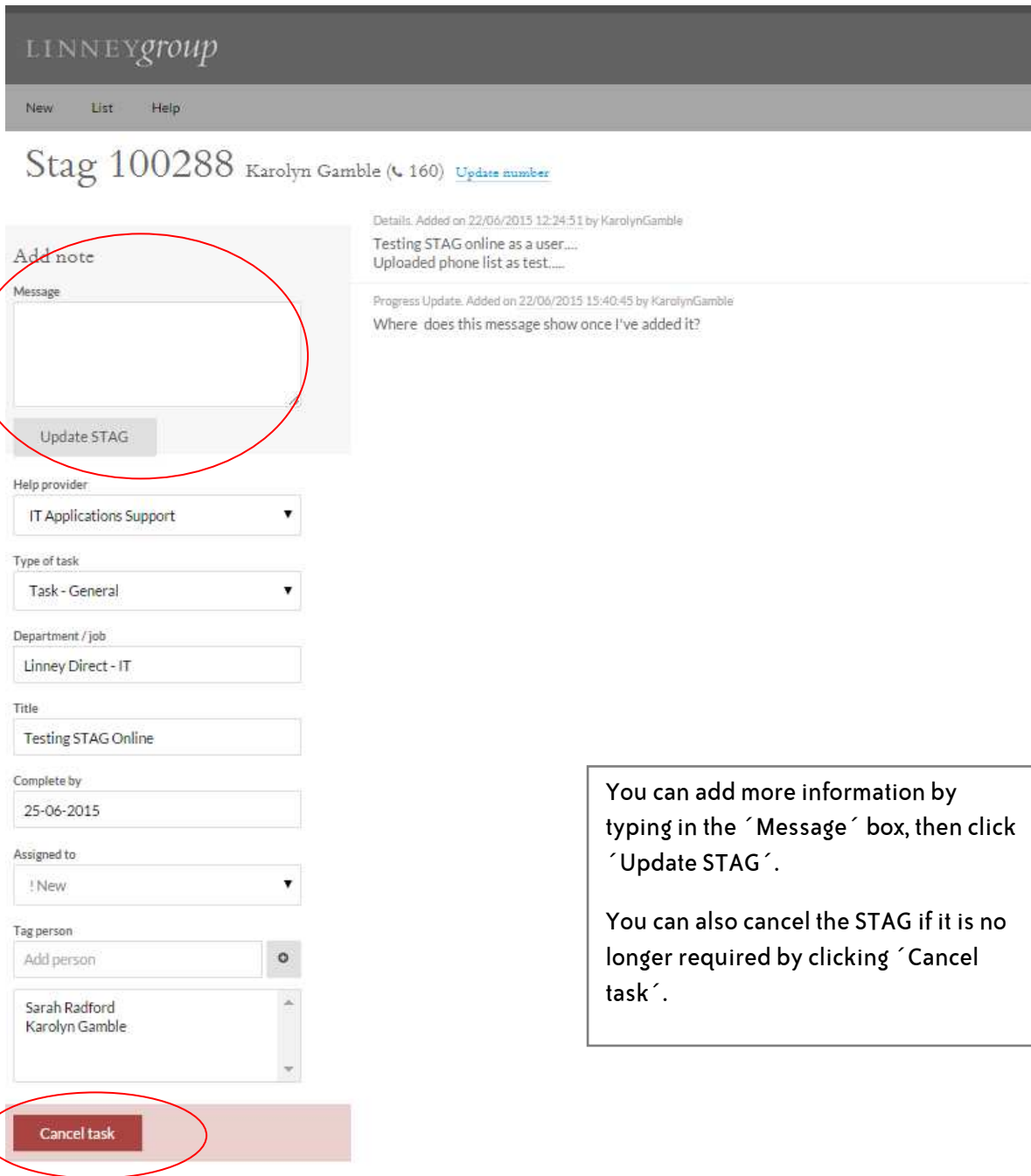
3. View and update Open STAGs

In the list of STAGs, click on the line of the STAG you want to view.
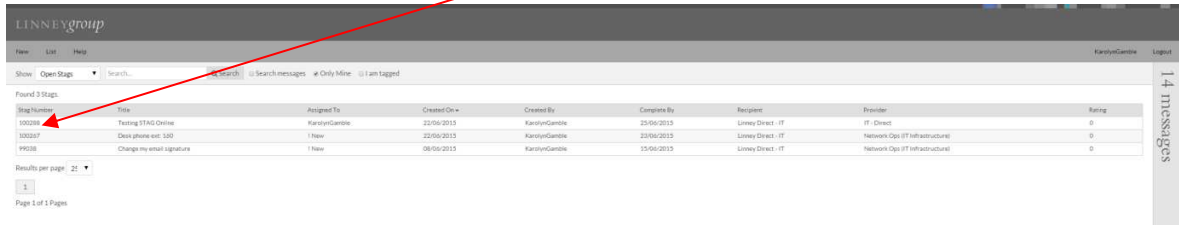
This will open and display the STAG details (left hand side of screen), along with the message history (right hand side of screen).


You can add more information by typing in the ´Message´ box, then click ´Update STAG´.

You can also cancel the STAG if it is no longer required by clicking ´Cancel task´.

4. Messages relating to open STAGs

The team working on your STAG will post messages to give you updates or request more information while they are working on your STAG. As well as emailing you these messages, STAG Online will notify you of these messages at the side of the page.
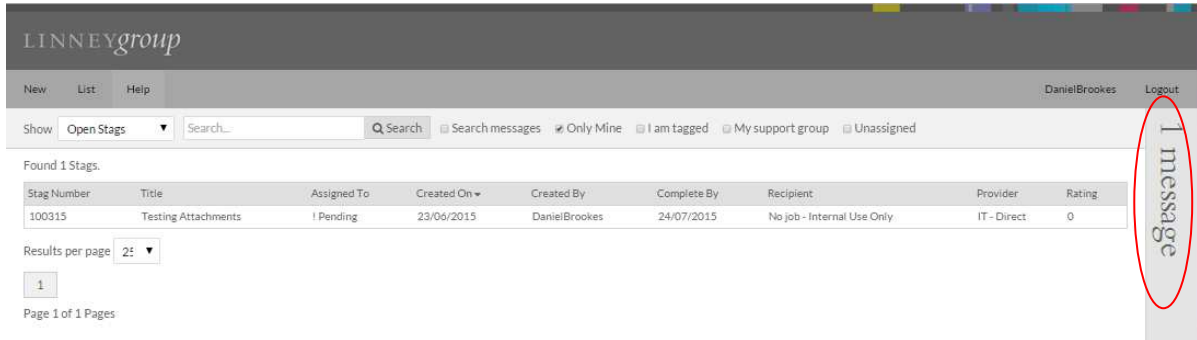
Click to open the message tab.

Once you´ve read the message(s), you can delete by clicking on the ´waste bin´ icon on the right hand side or you can click on the message to view the STAG and to add a response if needed.
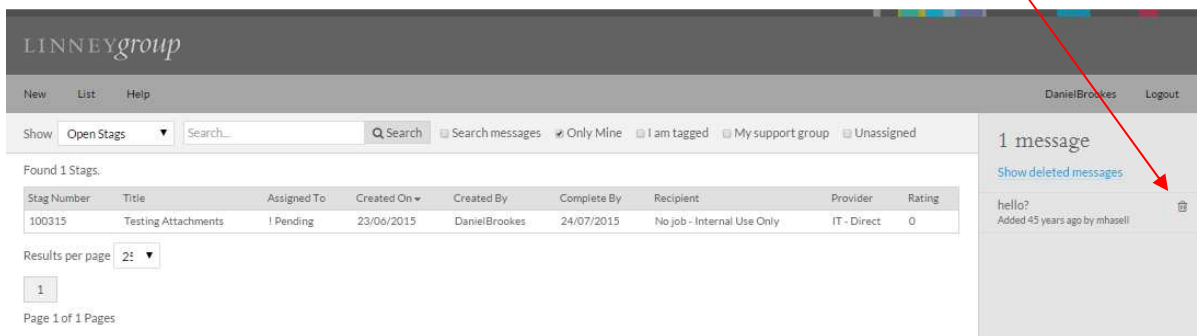

As the STAG is picked up and worked on, you may see progress updates, as follows;

Message	Description
Assigned From (! New) to (! Queuing)	This does not mean we are going to work on your STAG right away. It simply means we have received your STAG and it hasn't been blocked for any reason.
Assigned From (! Queuing) to (Employee Name)	This means the Employee has seen your STAG and is going to begin work on it shortly.
Progress Update: 00:00 Wed (00/00) by Employee Name	This means that the Employee is alerting you of their progression. This could be for you, the client or in case you or the client wants to change anything.
Assigned From (Employee Name) to (! Pending)	This means that the Employee is currently waiting for something. It could be a reply from you, the client or is seeking assistance.

5. Customise your view

When you first log in, you will see the list of all your open STAGs. You can also view Completed or Cancelled stags by selecting from the drop down menu.
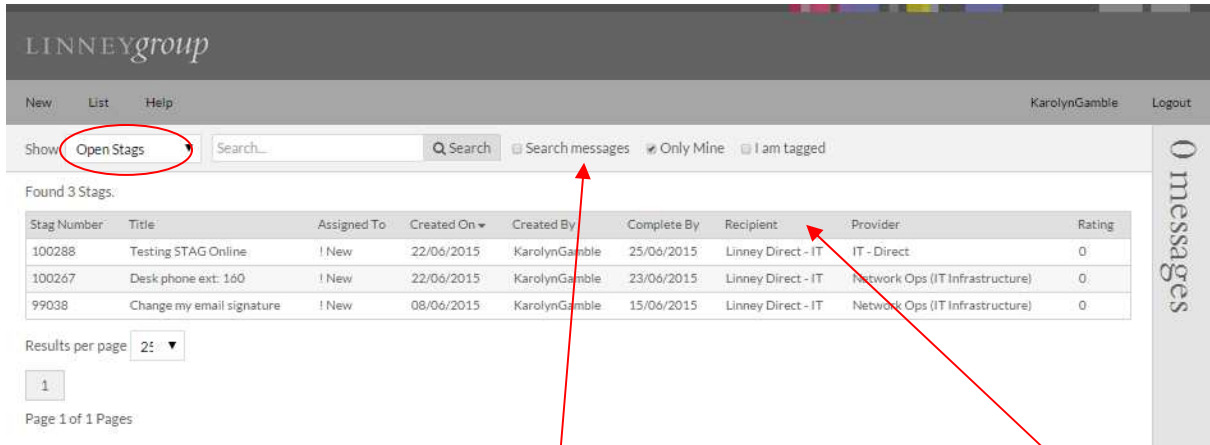
You can customise this view by using the tick boxes across the top of the screen or filter by column titles.

6. Re-opening Completed STAGs

Please raise one STAG per support task. This helps to keep clear separation between tasks and allows for easier status updates and prioritisation.

If you need another task completing similar to a previous one, please create a new STAG and include the previous STAG number where relevant.

Only re-open a STAG if it was closed incorrectly or is incomplete.

Use the drop down menu to display ´Completed STAGs´ and then click on the STAG you wish to re-open.
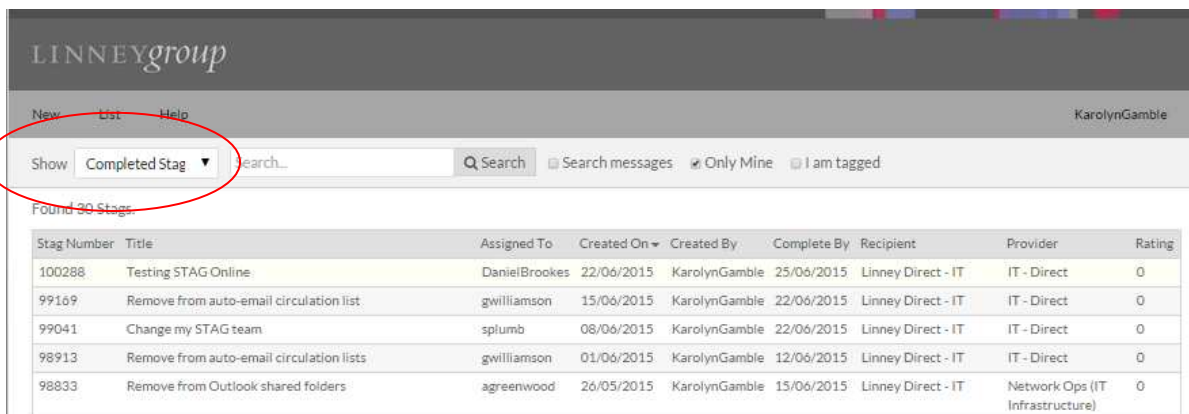
Click on the ´Re-open´ button and click on the reason for re-opening the task.

If the reason you are trying to re-open the STAG is because you want to add another feature or issue, this will prompt you to raise a new STAG (as the original issue or feature on the original STAG has been resolved/completed).

If the reason you are trying to re-open the STAG is because the original task hasn´t been completed as required, it will prompt you to enter the reason for re-opening.

Once entered, your STAG will be open again for you to add further messages to (see section on how to ´View and update Open STAGs).

Thank you for using STAG. If you have any queries, please contact the team on ext; 627.