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 declutter 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.

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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.

LINNEYgroup

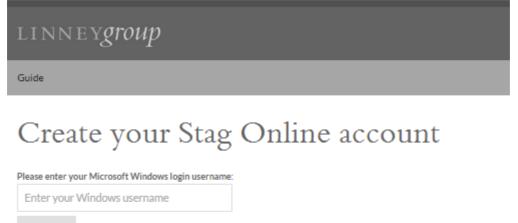
Guide

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.



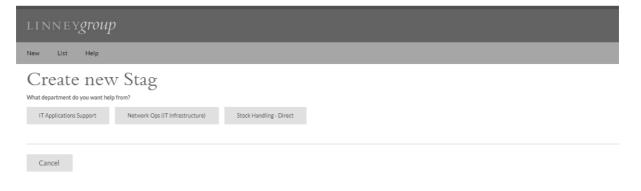
Login

2. Create a new STAG

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

Show Open S	itags 🔻 Search		Q Search	🛛 Search messag	ges 🛛 🗑 Only Mi	ne 💿 I am tagged			
Found 3 Stags.									¢
Stag Number	Title	Assigned To	Created On +	Created By	Complete By	Recipient	Provider	Rating	
100288	Testing STAG Online	! New	22/06/2015	KarolynGamble	25/06/2015	Linney Direct - IT	IT - Direct	0	
100267	Desk phone ext: 160	1 New	22/06/2015	KarolynGamble	23/06/2015	Linney Direct - IT	Network Ops (IT Infrastructure)	0	(
99038	Change my email signature	! New	08/06/2015	KarolynGamble	15/06/2015	Linney Direct - IT	Network Ops (IT Infrastructure)	0	

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....

linneygroup				
New List Help				
Create new Stag Support Provider: 'IT Applications Support' Edit				
What type of task do you need help with? MyCentre - Bug Fix MyCentre - Enhancement	MyCentre - Project	Task - General	Task Reviewed - Invoice to customer	Task Reviewed - Not Invoice to customer
Back Cancel				

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

linneygroup	
New List Help	
Create new Stag Support Provider: 'IT Applications Support' Edit Help Type: 'Task - General' Edit What department / job are you from?	
Enter your search query Back Cancel	

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"	Not enough information has been entered, so support will need to ask you for further information before they can work
	"Give someone Scorpion permissions"	on your STAG.
Better	"Scorpion keeps bringing up an error when it loads"	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
	"Can <name> get Scorpion permissions"</name>	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."	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.
	"Can <name> get the following Scorpion permissions: Import and clear stock."</name>	

linneygroup	
New List Help	
Create new Stag	
Support Provider: 'IT Applications Support' Edit	
Help Type: 'Task - General' Edit	
Dept / Job: /Linney Direct - IT: Edit	
What is the title of your STAG?	
Enter your STAG title	
What date do you need it completed by?	
23-07-2015	
Upload the files which support this STAG	
Choose Files No file chosen	
After file selection click upload. Large files will take time to upload.	
Do you want to tag any users?	
Add person O	
*	
-	
Enter all details you know about your problem	
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?	
Complete and raise the STAG	
Back Cancel	

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.

Name Name Answert Operation Operation Operation Operation Answert Answert	iew List Held								Karolymüaerible	u
Name Angent % Oscand 0+- Oracle (N+) Control M- Review Product Review	how Open Stags	• Seath	🛛 Search messages 👒 Only Mine 🗇 Lamita	igged						
Non Angent® Ones (Mode Creat (Mode Creat (Mode Design (Mode Review	ound 3 Stags.									
State Thread TMA-Online Encloyed/antice 220/0/2015 Encloyed/antice 220/0/2015 Data Office 0 S0037 Descriptioneric How 200/0015 Kennylowetek 220/0/2015 Liney Operation 0 0		Title	Assigned To	Created On +	Created By	Complete By	Recipient	Provider	Rating	
2002/7 Designame et 100 11New 22/50/2015 KardynGantile 23/50/2015 Linney Desit, IT Hemory Op (Thihturstamp 0	100288	Testing STAG Online	KarolynGamble	22/06/2015	KarolynGamble	25/06/2015	Linney Direct - IT	IT - Direct	0	
	100267	Desk phone ext: 150	1 New	22/06/2015	KarolynGanble	23/06/2015	Linney Direct - IT	Network Ops (IT Infrastructure)	D	
P318 Charge my enail signature TNew 06/05/2015 Karoly/Gamble 15/05/2015 Univery Direct -IT Network Opt IT Infrastructured 0	P9038	Change my enail signature	1 Nawy	08/05/2015	KarolynÇamble	15/06/2015	Linney Direct - IT	Network Ops (IT Infractructure)	0	

This will open and display the STAG details (left hand side of screen), along with the message history (right hand side of screen).

LINNEYgroup	
New List Help	
Stag 100288 Karolyn	Gamble (& 160) Update number
Add note Message	Details. Added on 22/06/2015 12:24:51 by KarolynGamble Testing STAG online as a user Uploaded phone list as test Progress Update. Added on 22/06/2015 15:40:45 by KarolynGamble
Update STAG	Where does this message show once I've added it?
Help provider	
IT Applications Support	
Type of task	
Task - General	
Department / job	
Linney Direct - IT	
Title	
Testing STAG Online	
Complete by	You can add more information by
25-06-2015	You can add more information by
Assigned to	typing in the ´Message´ box, then click
!New 🔻	´Update STAG´.
Tag person	You can also cancel the STAG if it is no
Add person O	longer required by clicking ´Cancel
Sarah Radford Araolyn Gamble	task´.
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.

	Help							DanielBrookes L
Show Open Stags	Search_	QS	iearch 📄 🛛 Search me	essages 🛛 🗑 Only Mine	🛛 I am tagged 🛛 🕅 N	Ay support group 🛛 Unassigned		{
Found 1 Stags. Stag Number	Title	Assigned To	Created On +	Created By	Complete By	Recipient	Provider	Rating. O
100315	Testing Attachments	! Pending	23/06/2015	DanielBrookes	24/07/2015	No job - Internal Use Only	IT - Direct	0

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.

New List	Help								DanielBrookes Lo
how Open St	ags 🔻 Search		Q Search	Search messages	Only Mine	🛛 I am tagged 🛛 🖾 My support g	roup 🛛 🖯 Unassig	gned	1 message
ound 1 Stags.									Show deleted messages
Stag Number	Title	Assigned To	Created On 🛩	Created By	Complete By	Recipient	Provider	Rating	hello?
100315	Testing Attachments	! Pending	23/06/2015	DanielBrookes	24/07/2015	No job - Internal Use Only	IT - Direct	0	Added 45 years ago by mhasell

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 This means the Employee has seen your STAG and is going to begin work on it shortly. (Employee Name) This means that the Employee is alerting you of their progression. This could be for you, the client Progress Update: 00:00 Wed (00/00) by Employee Name or in case you or the client wants to change anything. This means that the Employee is currently waiting for something. It could be a reply from you, the Assigned From (Employee Name) to (! Pending) client or is seeking assistance.

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

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.

how Open	Stags Search_		Q Search	Search messa	ges 🔹 Only Mi	ne 🛛 I am tagged		
ound 3 Stags.				1				
Stag Number	Title	Assigned To	Created On 🕶	Created By	Complete By	Recipient	Provider	Rating
100288	Testing STAG Online	! New	22/06/2015	KarolynGamble	25/06/2015	Linney Direct - IT	IT - Direct	0
100267	Desk phone ext: 160	1 New	22/06/2015	KarolynGamble	23/06/2015	Linney Direct - IT	Network Ops (IT Infrastructure)	0
99038	Change my email signature	! New	08/06/2015	KarolynGamble	15/06/2015	Linney Direct - IT	Network Ops (IT Infrastructure)	0

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.

LINN	EYgroup							
New Li	st Help						Karolyr	Gamble
Show Cor	npleted Stag 🔻 Jearch	Q Search	earch message	es 🔹 Only Min	: 🗊 lam tag	gged		
Found 30 St	305							
Stag Numbe	r Title	Assigned To	Created On +	Created By	Complete By	Recipient	Provider	Rati
Stag Numbe 100288	r Title Testing STAG Online	Assigned To DanielBrookes				Recipient Linney Direct - IT	Provider IT - Direct	Ratir O
				KarolynGamble	25/06/2015	A DESCRIPTION OF THE OWNER		
100288	Testing STAG Online	DanielBrookes	22/06/2015	KarolynGamble KarolynGamble	25/06/2015 22/06/2015	Linney Direct - IT	IT - Direct	0
100288 99169	Testing STAG Online Remove from auto-email circulation list	DanielBrookes gwilliamson	22/06/2015 15/06/2015	KarolynGamble KarolynGamble KarolynGamble	25/06/2015 22/06/2015 22/06/2015	Linney Direct - IT Linney Direct - IT	IT - Direct IT - Direct	0

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).

linneygroup								
New List Help								
Stag 100288 Karolyn Gar	nble (& 160) Update number							
Help provider	This STAG is closed. You cannot edit it.							
Type of task	Details. Added on 22/06/2015 12:24:51 by KarolynGamble Testing STAG online as a user Uploaded phone list as test							
Task - General	Progress Update: Added on 22/06/2015 15:40:45 by KarolynGamble Where: does this message show once I've added it?							
Linney Direct - IT	Assigned Changed. Added on 23/06/2015 13:51:45 by KarolynGamble							
Title Testing STAG Online	Assigned From (Karolyn Gamble) to (A dd Extra Details) Assigned Changed. Added on 23/06/2015 14:00:19 by DanielBrookes							
Complete by	Assigned From (A dd Extra Details) to (Daniel Brookes) Completed: Added on 23/06/2015 14:00:19 by DanielBrookes							
25-06-2015	Test							
Assigned to DanielBrookes								
Tag person Add person								
Karolyn Gamble Sarah Radford Karolyn Gamble								
Reopen Task								
Select a reason for reopening this task								
Add another feature or issue to this task								
Issue not resolved or task not completed								

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