



Khadow System - User Guide

Riyadh-KSA

٢٠ Apr ٢٠٢٥



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Bookmark not defined.	



Introduction

What is assyst?

assyst is a robust IT service management (ITSM) solution designed by Axios Systems. It offers a suite of features including service management, asset management, and collaboration tools. With assyst, users can customize service catalogs, manage ticketing processes, and implement ITIL and COBIT practices seamlessly. The platform supports multi-channel collaboration and is available as both Software-as-a-Service (SaaS) and on-premise installations, catering to various industries.

Key highlights of assyst include its feature-rich nature, cloud-native architecture, and cognitive learning capabilities powered by Microsoft Azure AI Services. With assyst, organizations can rapidly reduce time-to-value and total cost of ownership (TCO) for ITSM tooling while accelerating their digital transformation journey. assyst stands out for its ease of use, comprehensive IT operation management features, and seamless integration with existing ITOM tools.

Experience the power of assyst by Axios Systems, where collaboration, innovation, and simplicity converge to drive meaningful outcomes for your organization. Power Simplified. assyst by Axios Systems.

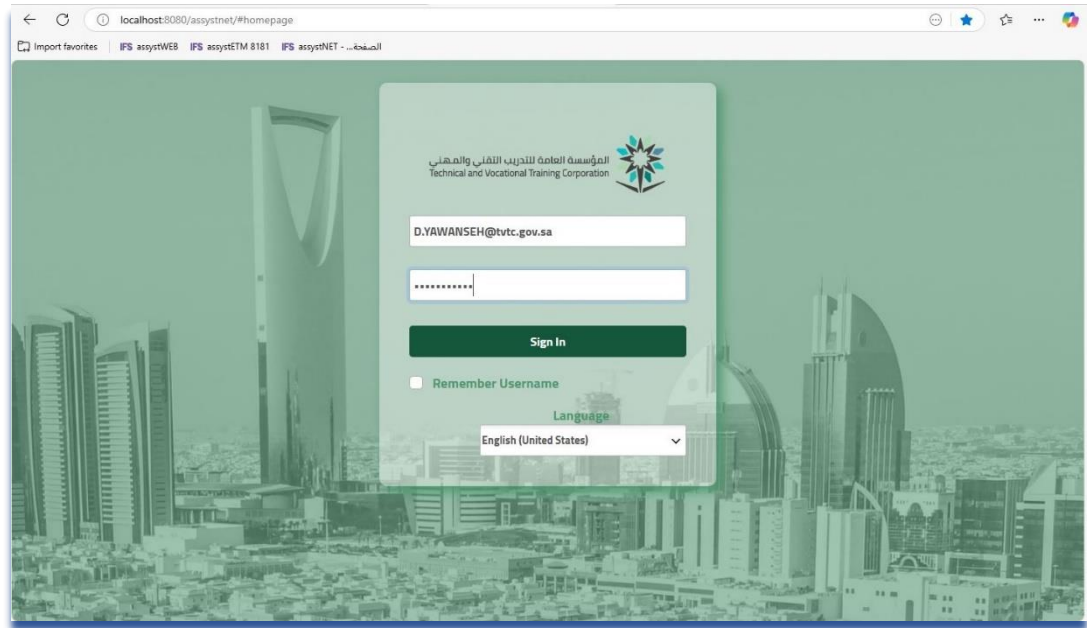
The intended audience?

The main audience for the assyst is the organizations employee, and assyst classify users to two different types, they are:

- **assyst Users** (Technical staff) for **assystweb** or goes by assyst portal.
- **Contact Users** (end user's employees) they well be using **assystnet** or goes by self-service portal.

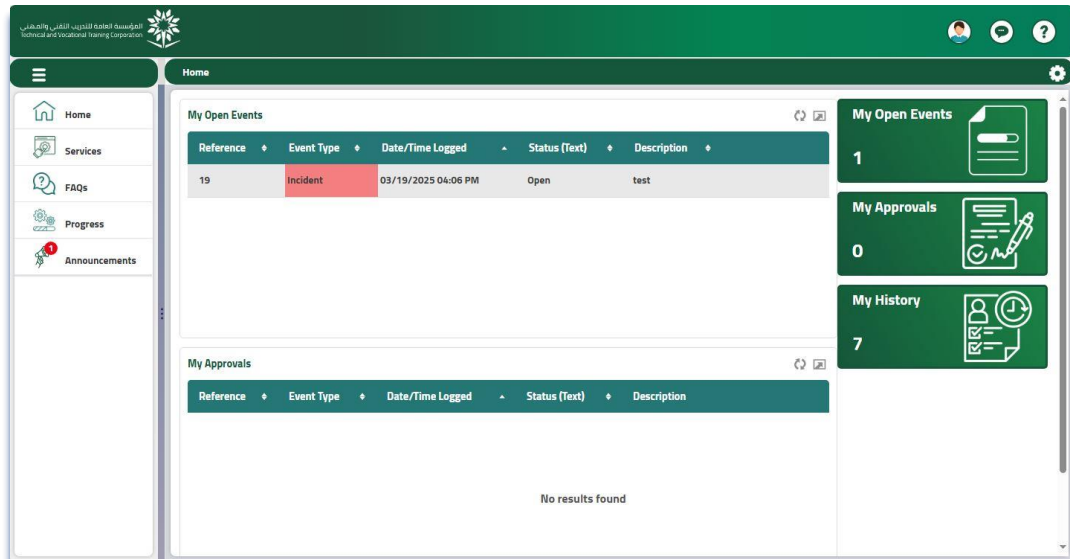
Access the Self-service portal (End User)

- You can access the services portal - agent view URL:
- <https://khadom.tvtc.gov.sa/assystnet>
- then you have to enter your Email and password that usually used to access your PCs.



Access to the Home page

Now log in to the system using your credential will be provided by the administrator, after you successfully logged in, you will be direct to the home “**landing page**”.



The screenshot displays the Home page of the system. The header is green and contains the organization's logo and name in Arabic and English. The sidebar on the left has a menu with icons for Home, Services, FAQs, Progress, and Announcements. The main content area is white and contains three sections:

- My Open Events:** A table with columns: Reference, Event Type, Date/Time Logged, Status (Text), and Description. It shows one event with Reference 19, Event Type Incident, Date/Time Logged 03/19/2025 04:06 PM, Status Open, and Description test.
- My Approvals:** A section with a table header (Reference, Event Type, Date/Time Logged, Status (Text), Description) and the text "No results found".
- Right-hand Panel:** Three green boxes showing counts: My Open Events (1), My Approvals (0), and My History (7).



Access to the Home Page Parts

The home page divide to a few main parts, the user can customize it as preferences, but the usual parts are:

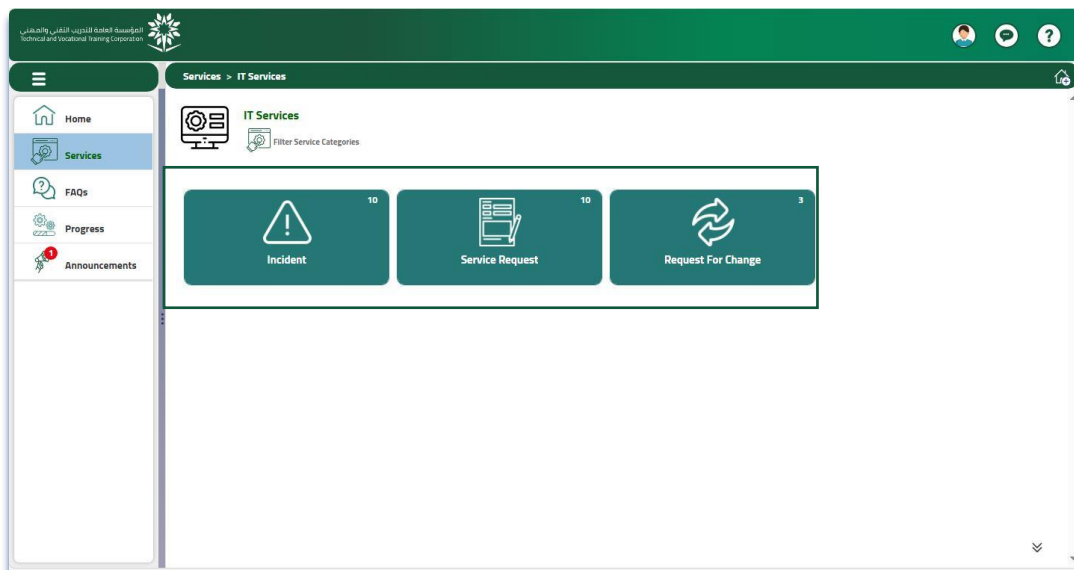
The screenshot displays the 'Home' page of the system. It features a green header with the organization's logo and name in Arabic and English. A left sidebar contains navigation links: Home, Services, FAQs, Progress, and Announcements. The main content area is divided into three sections:

- My Open Events:** A table with columns for Reference, Event Type, Date/Time Logged, Status (Text), and Description. It contains one entry with Reference 19, Event Type Incident, Date/Time Logged 03/19/2025 04:06 PM, Status Open, and Description test.
- My Approvals:** A table with the same columns as the events table, currently showing 'No results found'.
- Summary Cards:** Three green cards on the right side showing counts: 'My Open Events' with 1, 'My Approvals' with 0, and 'My History' with 7.

- **The menu:** allows users to navigate through different sections of "**Assystnet**".
 ١. **Home Page Dashboard:** This feature enables users to access and return to their personalized home page, preserving the layout as it was when last modified.
 ٢. **Announcements:** This section allows users to explore and read announcements and messages disseminated by the IT Department.
 ٣. **Shortcuts:** Users can customize and set up links to their preferred "**Assystnet**" pages for quick access.
 ٤. **Services:** Users can access a list of available services and submit service requests as needed.
 ٥. **Progress:** This feature enables users to monitor the progress of their own incidents, service requests, and decisions.
 ٦. **Administration:** This section provides options to configure the layout and settings of the "**Home**" page.

Access to the Services

You can browse and request IT services from the services section by clicking on “Services” from the menu, see below:

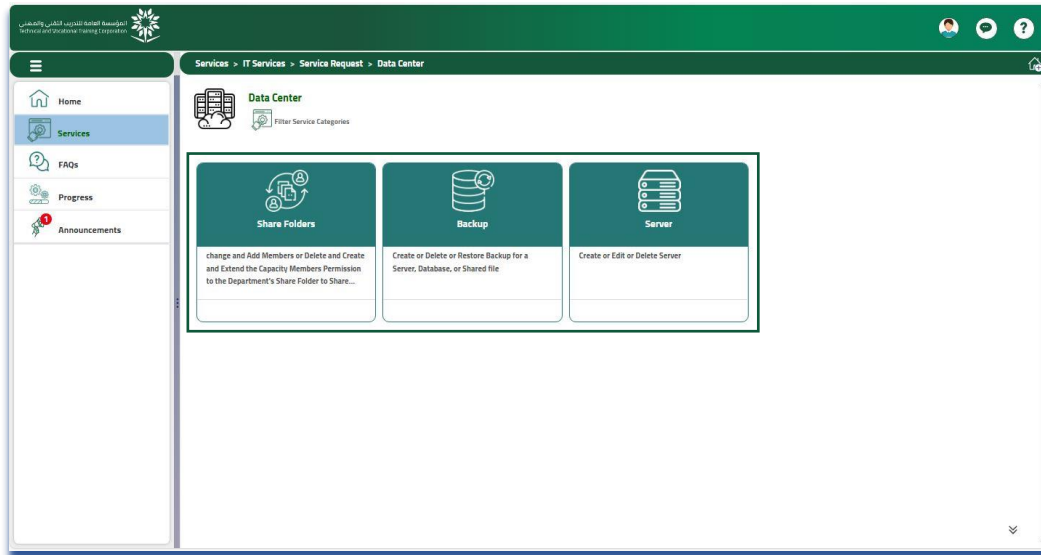




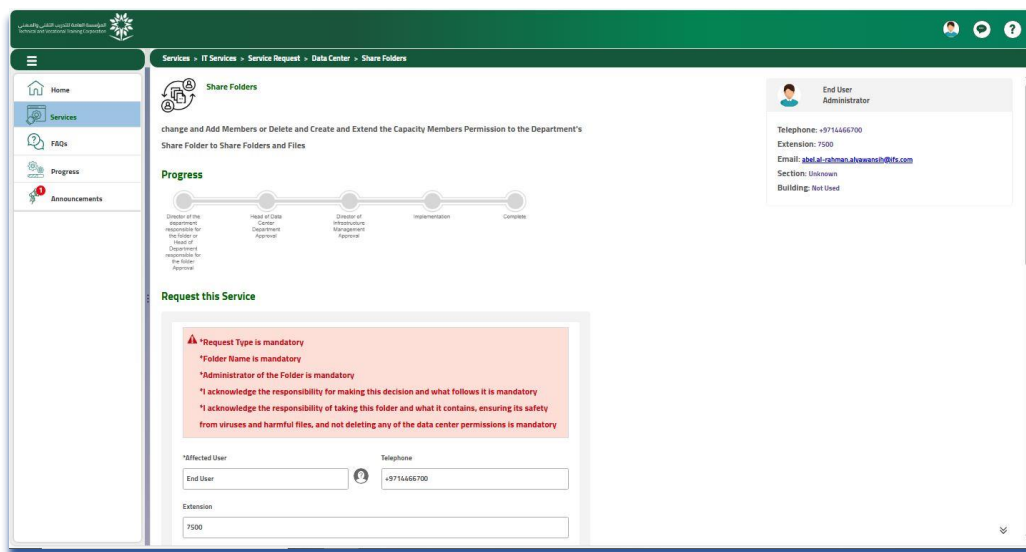
Log New Request

To log in a new request:

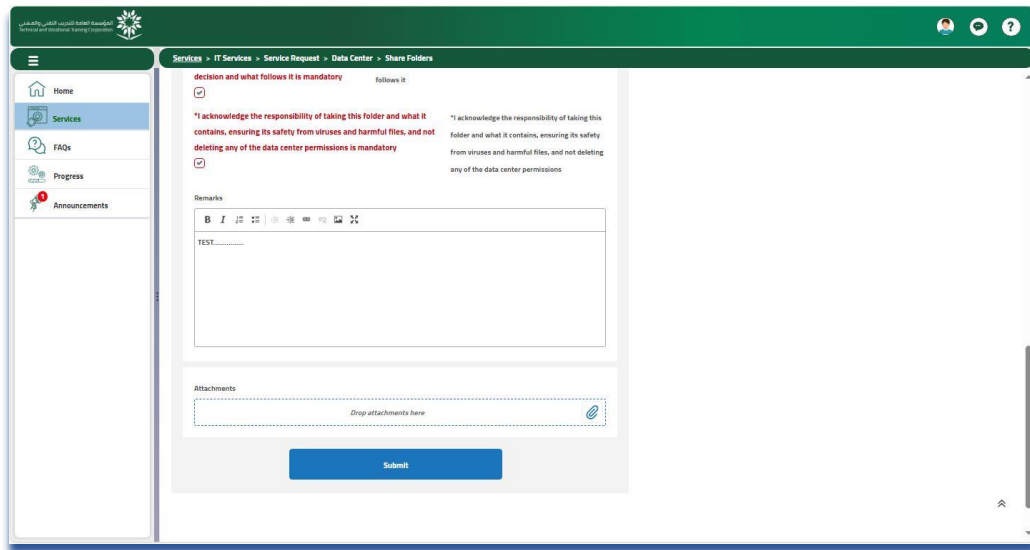
Go to (for example) Services > Request a Service>Create File Services.



١. Fill-in the mandatory fields:



٢. Click on “Submit”.



Services > IT Services > Service Request > Data Center > Share Folders

☒ decision and what follows it is mandatory follows it:

***I acknowledge the responsibility of taking this folder and what it contains, ensuring its safety from viruses and harmful files, and not deleting any of the data center permissions is mandatory**

☒ *I acknowledge the responsibility of taking this folder and what it contains, ensuring its safety from viruses and harmful files, and not deleting any of the data center permissions

Remarks

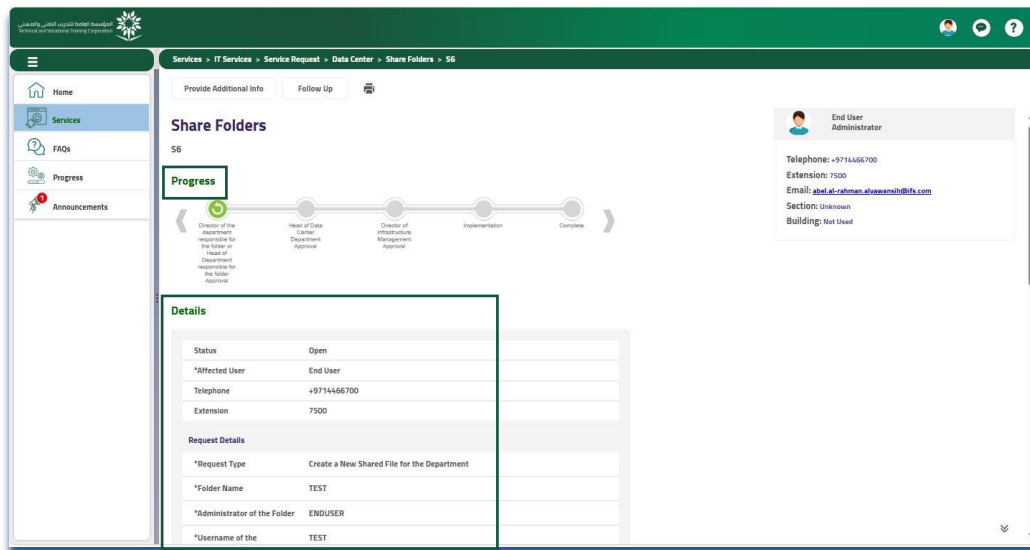
TEST.....

Attachments

Drop attachments here

Submit

٣. After the form submission, the request summary form will be displayed.



Services > IT Services > Service Request > Data Center > Share Folders > 56

Provide Additional Info Follow Up

Share Folders

56

Progress

Director of the Information Management Department Approval Head of Data Center Department Approval Director of Information Management Approval Implementation Complete

Details

Status	Open
*Affected User	End User
Telephone	+9714466700
Extension	7500
Request Details	
*Request Type	Create a New Shared File for the Department
*Folder Name	TEST
*Administrator of the Folder	ENDUSER
*Username of the	TEST

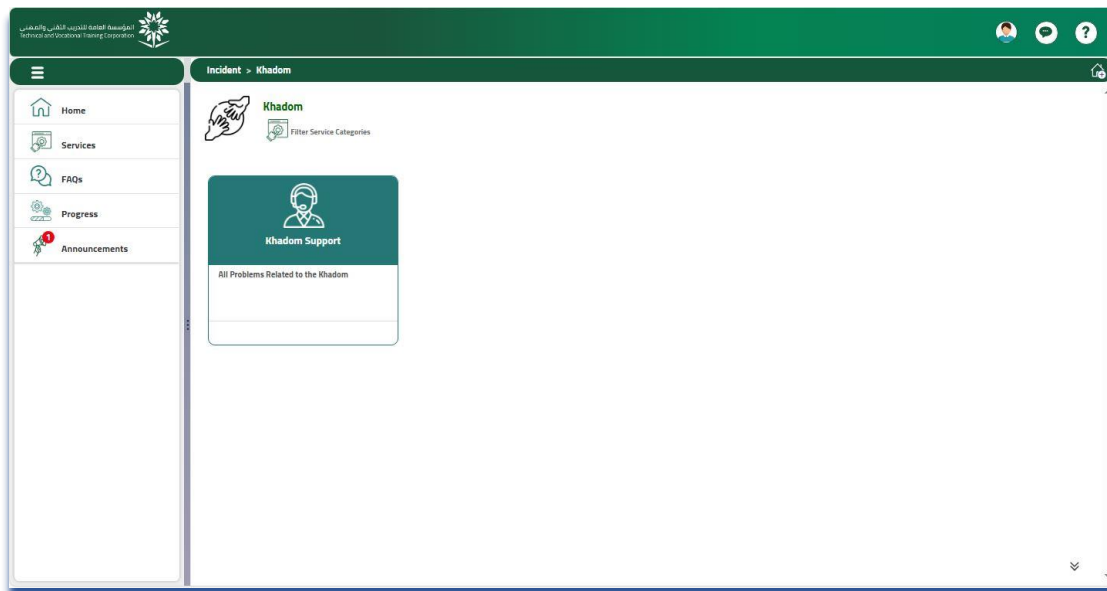
End User
Administrator

Telephone: +9714466700
Extension: 7500
Email: ahmed.ahmed@itf.com
Section: Unknown
Building: Not Used



Access to the Incident

This contains any custom logging forms of Incident type which the logged-in user can access. The availability of these forms is dependent upon the **"open an incident"** license feature being available to the logged-in user.



١. Fill-in the mandatory fields

Incident > Khadom > Khadom Support

Khadom Support

All Problems Related to the Khadom

Log this Incident

*Issue Type is mandatory
*Description is mandatory

*Affected User: End User
Telephone: +9714466700
Extension: 7500

Incident Details
*Issue Type: Issue Type is mandatory

End User Administrator
Telephone: +9714466700
Extension: 7500
Email: ahel.alrahman.alwaseh@tvc.com
Section: Unknown
Building: Not Used



٢. After that to register a new incident, fill in the system's form as you wish.

Services > IT Services > Incident > Khadom > Khadom Support

Khadom Support
All Problems Related to the Khadom

Log this Incident

*Affected User: d.yawaneh Telephone: []

Extension: 0000

Incident Details

*Issue Type: Permission Request

*Description: [Rich text editor with text: test]

Telephone: d.yawaneh
Extension: []
Email: d.yawaneh@tvt.ttc.gov.sa
Section: Unknown

٣. Click on **“Submit”**.

Services > IT Services > Incident > Khadom > Khadom Support

Incident Details

*Issue Type: Permission Request

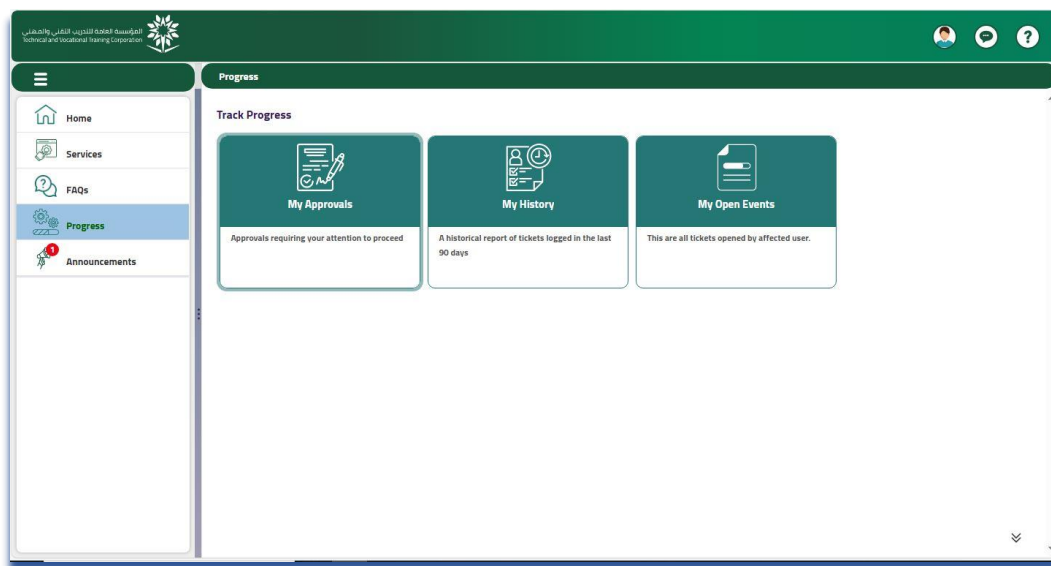
*Description: [Rich text editor with text: test]

Attachments: [Drop attachments here]

Submit

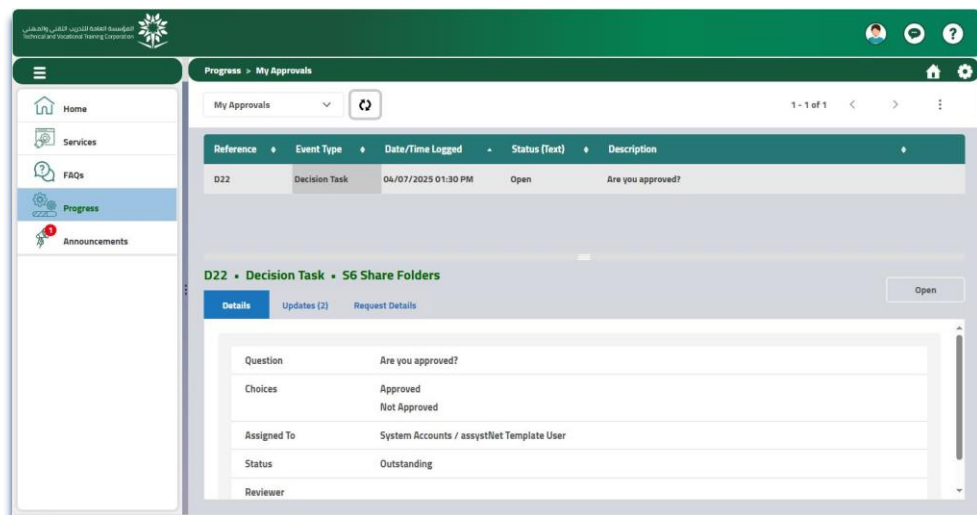
Access to the Progress

Progress in Self-Service Portal" typically refers to the status updates and advancements related to a user's service request or incident reported through the self-service portal. This portal allows users to log issues, request services, and access knowledge articles independently, without needing direct assistance from the IT support team.



1. Track progress in My Approval:

Approval requiring your attention to proceed:-





٢. Make Decision:

Progress > My Approvals

My Approvals

Reference	Event Type	Date/Time Logged	Status (Text)	Description
D22	Decision Task	04/07/2025 01:30 PM	Open	Are you approved?

D22 • Decision Task • S6 Share Folders

Details Updates (2) Request Details

Open

Question: Are you approved?

Choices: Approved, Not Approved

Assigned To: System Accounts / assystNet Template User

Status: Outstanding

Reviewer:

٣. Track progress in My History:

A historical report of tickets logged in the last ٩٠ days

Progress > My History

My History

Refer...	Event T...	Date/Time Logged	Status (Text)	Description
51	Service Request	03/18/2025 09:42 AM	Closed	test
6	Incident	03/18/2025 10:42 AM	Pending	test
53	Service Request	03/18/2025 10:50 AM	Closed	test
10	Incident	03/18/2025 12:03 PM	Pending	test
54	Service Request	03/18/2025 12:15 PM	Closed	test
16	Incident	03/19/2025 01:21 PM	Closed	test
18	Incident	03/19/2025 03:20 PM	Pending	test



4. Track progress in My Open Events:

This are all tickets opened by affected user

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Home

Services

FAQs

Progress

Announcements

Progress > My Open Events

My Open Events

1 - 3 of 3

Reference	Event Type	Date/Time Logged	Status (Text)	Description
19	Incident	03/19/2025 04:06 PM	Open	test
56	Service Request	04/07/2025 01:30 PM	Open	TEST.....
23	Incident	04/07/2025 01:55 PM	Open	test

19 • System Access

Details Updates (3)

Open

StatusOpen

*Affected UserEnd User

Incident Details

*System Access TypeAccess the System for Trainers



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Technical and Vocational Training Corporation

Thank you!