
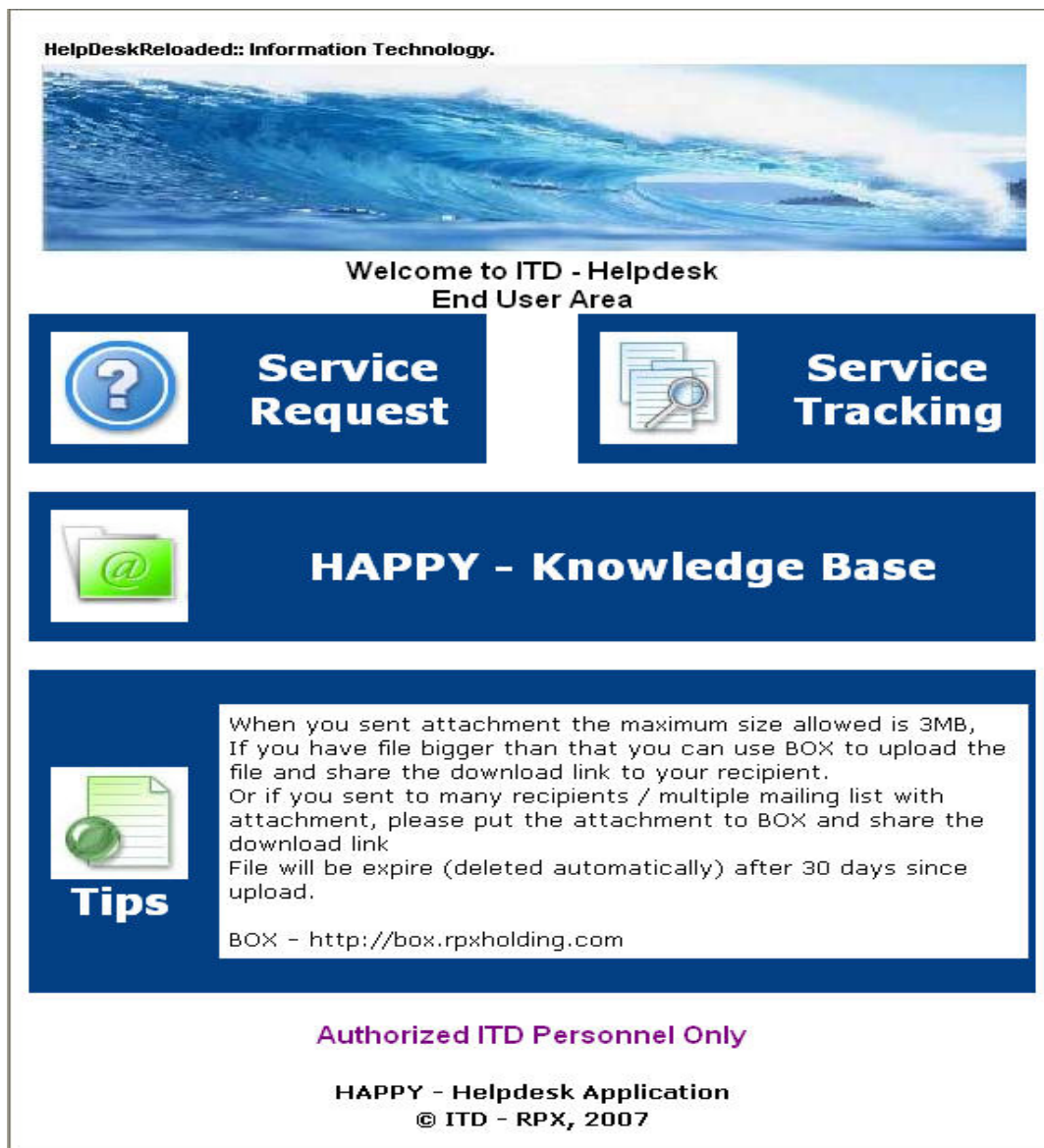


## CARA MENGGANTI PASSWORD HAPPY-KNOWLEDGEBASE

1. Buka Internet Explorer dan ketik alamatnya seperti pada gambar dibawah ini dan klik 



Maka akan muncul tampilan layar sebagai berikut :

A screenshot of the "Helpdesk Reloaded" website. At the top, it says "HelpDeskReloaded:: Information Technology." followed by a large blue wave image. Below the image, it says "Welcome to ITD - Helpdesk End User Area". There are three main navigation buttons: "Service Request" with a question mark icon, "Service Tracking" with a magnifying glass icon, and "HAPPY - Knowledge Base" with an @ symbol icon. Below these is a "Tips" section with a document icon and text: "When you sent attachment the maximum size allowed is 3MB, If you have file bigger than that you can use BOX to upload the file and share the download link to your recipient. Or if you sent to many recipients / multiple mailing list with attachment, please put the attachment to BOX and share the download link. File will be expire (deleted automatically) after 30 days since upload. BOX - http://box.rpxholding.com". At the bottom, it says "Authorized ITD Personnel Only" and "HAPPY - Helpdesk Application © ITD - RPX, 2007".

2. Klik " Authorized ITD Personnel Only" maka akan muncul tampilan

**Authorized ITD Personnel Only**



Username :

Password :

*Menu ini hanya digunakan oleh ITD .*

3. Masukkan user dan password yang telah diberikan , kemudian klik
4. Dilayar akan muncul tampilan menu utama sebagai berikut :

### Main

#### Normal Actions

- [Open a Helpdesk Call](#)
- [View Active Helpdesk Calls](#)
- [View Your Calls Only](#)
- [Archived Tickets](#)
- [KnowledgeBase](#)
- [Create Report](#)
- [Change Password](#)
- [Logout](#)

Pilih Menu [KnowledgeBase](#)

5. Maka akan muncul tampilan sebagai berikut:

## Knowledge Base

Klik disini untuk login ← Members Area 

**Hardware** (0) [Edit](#)  
Hardware related to ITD services  
68 views  
[Fax](#), [Notebook](#), [PC](#), [Printer](#), [Telephone](#)

**ITD Information** (29) UPDATED! [Edit](#)  
Hal-hal yang berhubungan dengan ITD  
58 views  
[Daily Tips](#), [Forms ITD](#), [ITD News & Info](#), [Others](#), [RPX Application list](#), [RPX Applications](#), [RPX Project](#)

**RPX Applications** (42) [Edit](#)  
RPX Applications related articles/how-tos  
117 views  
[Agent Trucking Update](#), [AMOR](#), [CARE](#), [CASY](#), [Delta](#), [DIVA](#), [DOMREV](#), [More...](#)

**Service Access** (3) [Edit](#)  
Username, Email, PIN and other request asking access to ITD system  
86 views  
[Intranet](#), [Mailinglist](#), [Webmail](#)

**Software** (0) [Edit](#)  
Standard PC Software related  
61 views  
[Internet Explorer](#), [Ms. Office](#)

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[Edit](#)
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3. [Form ID Revoke Form ID cosmos revoke](#)
4. [Protect Outlook Express](#)
5. [Ganti Password Identity O...](#)

5. [Secure Your Computer](#)  
Berikut adalah cara-cara ...

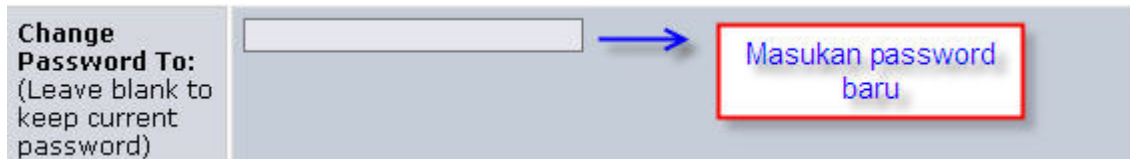
Kemudian akan tampil menu berikut ini



Username: nsutriana Password: ●●●●●● **Login**  
[Reset Password](#)

Masukan password yang telah diberikan dan klik login

- Setelah selesai login , klik kembali [Members Area](#)  
Pilih menu [Options](#) dan menu [Edit Profile](#)
- Pada layar anda akan muncul menu "edit profile "  
Kemudian lihat pada bagian ,



**Change Password To:**  
(Leave blank to keep current password)

Masukan password baru

Setelah selesai menulis password yang baru , klik [Edit Profile](#)  
Password anda otomatis akan berubah .....

*Proses penggantian password telah selesai silahkan logout dan login kembali untuk mencobanya.*

----End---