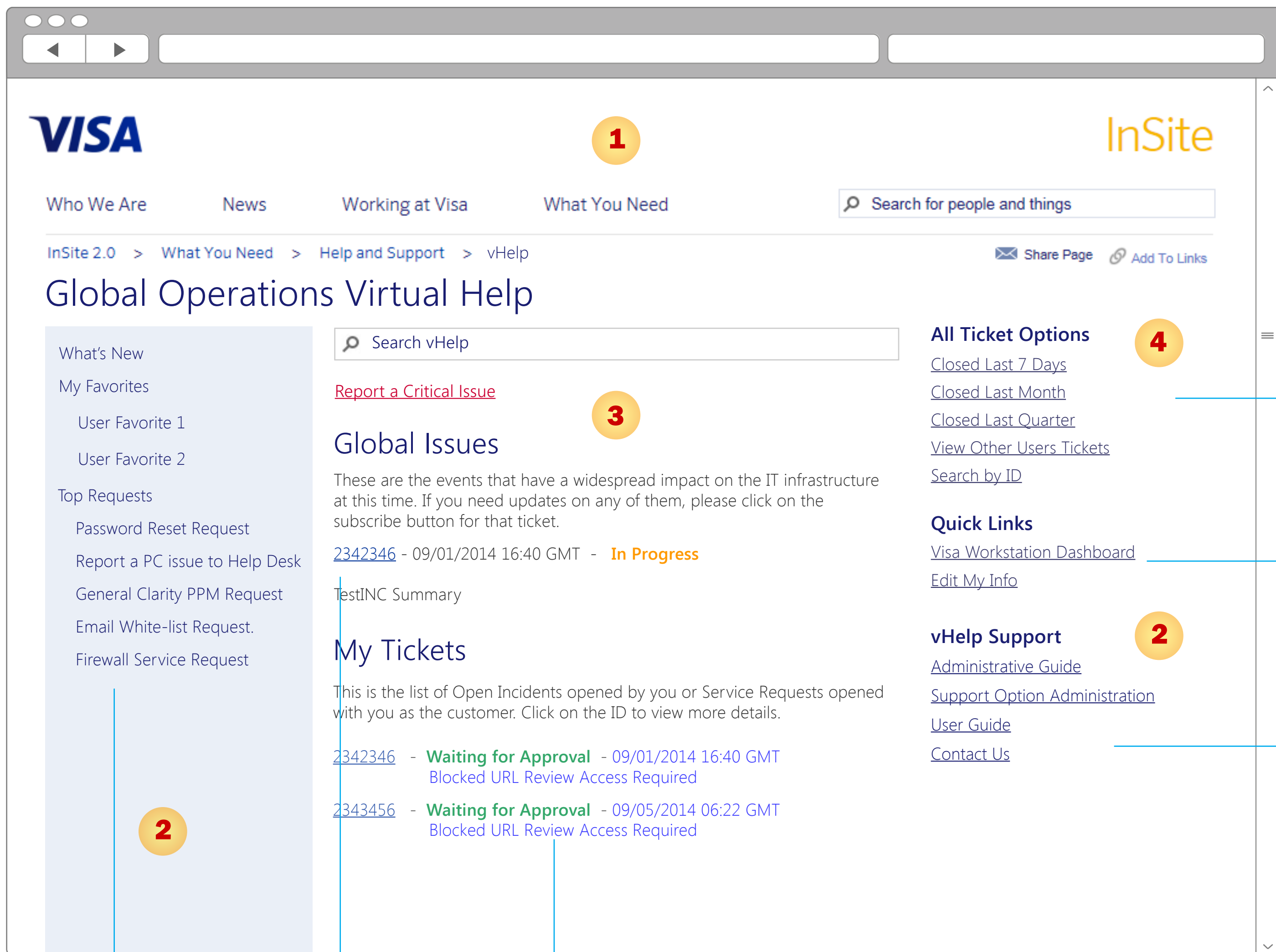| InSite > vHelp (landing page)	Created by Patty Leo, Sr. UX designer pleo@visa.com	Date 09.16.14	Page 1 of 3

Description: Revised layout of vHelp landing page to align with layout, design elements and navigation devices of InSite 2.0

1 - Page layout/grid reflects the Style and Layout of InSite 2.0 design and formatting. This includes site wide breadcrumb use to move within InSite.

2 - Key links found currently in drop downs in a horizontal navigation device are exposed and moved to appropriate navigation panels or secondary link/data modules

3 - Key features and functionality of the vHelp page are placed in the main container: vHelp Issue Search, Report a Critical Issue, Major Issues, and My Tickets.

4 - Secondary information may include additional ticket categories and links to secondary or supplemental information.

VISA   **InSite**

①

Who We Are   News   Working at Visa   What You Need   🔍 Search for people and things

InSite 2.0   >   What You Need   >   Help and Support   >   vHelp   ✉ Share Page   🔗 Add To Links

Global Operations Virtual Help

What's New

My Favorites

    User Favorite 1

    User Favorite 2

Top Requests

    Password Reset Request

    Report a PC issue to Help Desk

    General Clarity PPM Request

    Email White-list Request.

    Firewall Service Request

②

🔍 Search vHelp

Report a Critical Issue   **③**

Global Issues

These are the events that have a widespread impact on the IT infrastructure at this time. If you need updates on any of them, please click on the subscribe button for that ticket.

2342346 - 09/01/2014 16:40 GMT - **In Progress**

TestINC Summary

My Tickets

This is the list of Open Incidents opened by you or Service Requests opened with you as the customer. Click on the ID to view more details.

2342346   -   **Waiting for Approval** - 09/01/2014 16:40 GMT
    Blocked URL Review Access Required

2343456   -   **Waiting for Approval** - 09/05/2014 06:22 GMT
    Blocked URL Review Access Required

All Ticket Options   **④**

Closed Last 7 Days

Closed Last Month

Closed Last Quarter

View Other Users Tickets

Search by ID

Quick Links

Visa Workstation Dashboard

Edit My Info

vHelp Support   **②**

Administrative Guide

Support Option Administration

User Guide

Contact Us

All Ticket categories options are available from the right panel.

Clicking these opens modals

In this option Secondary links are grouped in a Quick Links module

This version of the landing page moves support links to the right panel.

Re-ordering of local navigation - Includes adding category labels to organize information

"Major or Global Issues" will display only if there are any current issues.

My Tickets' will always display, even if NO current Open Tickets.

If no open tickets, STATIC message displayed