

# Help Desk Customer Training

Educational Technology

## Topics to Cover

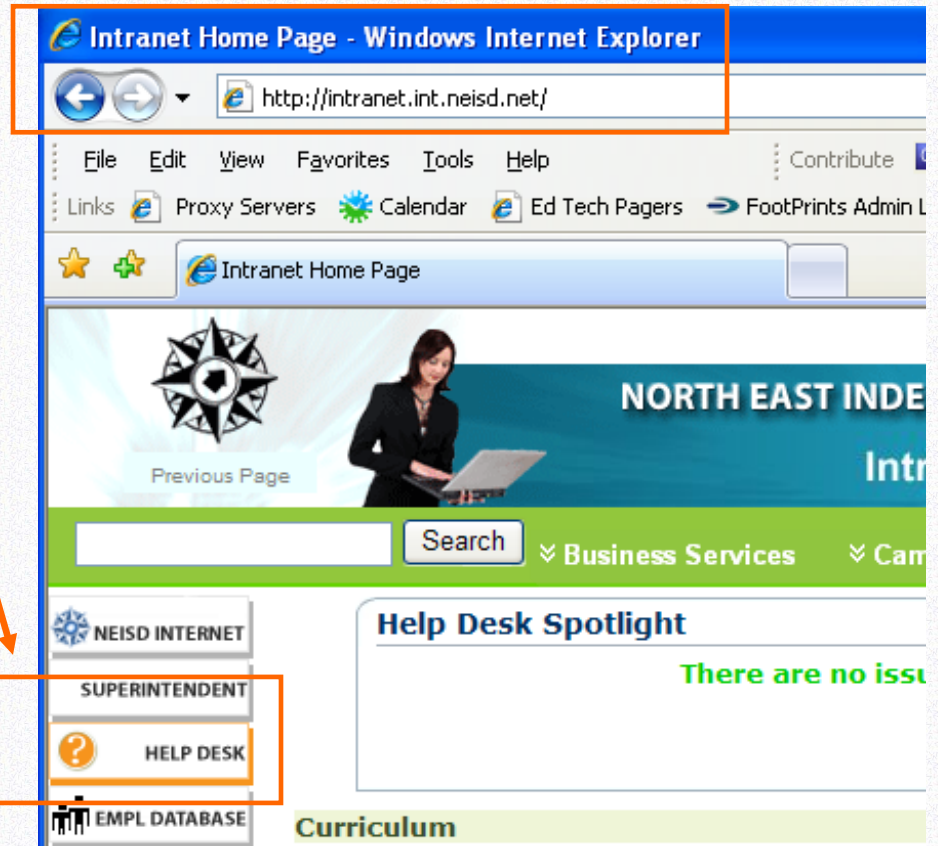
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# Getting Started

There are two ways to access the **North East ISD Help Desk**. Choose the one that is best for you.

1. Click on the **Help Desk** button on the Intranet Home Page.



-OR-

2. Enter the following URL in the address box:


<http://helpdesk3.neisd.net/footprints/proj1.html>.

Hint: Save this as a **Favorite** or **Link**.

## The Home Page

The Home Page contains links to multiple functions: the **Knowledge Base** – a searchable database of solutions, **Global Tickets** – a list of district or system wide issues that affect many users, **Submit New Request** – allows user to create a ticket requesting assistance, **View Mine** – allows the user to view their ticket history, and **Log In** – allows the user to log in to the application.

**HOW TO SUBMIT A HELP REQUEST**

To submit a help request or view ticket status/updates, you need to log in with your Novell username and password by clicking on the Log In (  ) button above.

**HOW TO SEARCH FOR THE SOLUTION**

1. Enter a word or words into the "Search Results for Keyword" box below.
2. Click on the **GO** button.
3. Click on the applicable solution.
4. If there is no solution match to your question, log in to the Help Desk and create a ticket.

**Knowledge Base**

[Switch to Advanced Search Mode](#)

Browse

Category:  Search Results for Keyword:  **GO**

[Browse Knowledge-Paks](#)

| Solution # | Last Edited On | Subject                             |
|------------|----------------|-------------------------------------|
| 0700       | 10/22/2009     | Help Desk Closed Hours of Operation |

## The Knowledge Base

Users may search the Knowledge Base for solutions to their issues without having to log into the Help Desk system.

1. Click on the **Knowledge Base** icon



or go down to the bottom half of the page.

2. Enter the keyword(s) in the **Search Results for Keyword** box.

3. Click on the **GO** button. A list of solutions will be presented.

Hint: To use multiple keywords, add the word **and** between each word. (e.g. [groupwise](#) **and** [new](#) **and** [password](#)).

## Submitting a New Help Desk Ticket

1. To submit a new Help Desk ticket click on the **Submit New Request** icon along the top of the home page. The login screen will appear.

2. Enter your Novell user name and password and click on **GO**.

When you log into the Help Desk system your Contact Information is automatically populated into the **Submit a New Request** window. Fields marked with an asterisk (\*) are required.

1. Enter the **Subject** of the request.
2. You can enter an alternate phone number if desired.
3. Select the **User Impact** and the **User Urgency**.
4. Select the **Main Category** and **Sub-Category 1**. If additional sub-categories are required, they will appear on the screen.
5. Select the **Campus** that is affected.
6. Enter a detailed **Description** of the issue.

The screenshot shows a web form titled "Submit a new New Request -- General Information". At the top, there is a navigation bar with icons for Home, Knowledge Base, Submit New Request, View Mine, Global Tickets, Log Out, and Help. Below this is a "SAVE" button. The form is divided into several sections:

- Subject\***: A text field containing "Not able to login to email".
- Contact Information\***: A grid of fields including Last Name\* (Gutierrez), First Name\* (Josefina), Full Name (Gutierrez Josefina), Job Title (Specialist), Location (Educational Technolo), Department Number (810), Email address\* (jgutie@neisd.net), Employee ID, Alt Phone, and UserID\* (jgutie).
- Ticket Information\***: Fields for User Impact\* (1 to 2 Users affected.) and User Urgency\* (User is Inconvenienced).
- Main Category\***: Applications. **Sub-Category-1\***: Email - GroupWise. **Sub-Category-2**: Login Issue.
- Campus\***: Make a Selection.
- Description\***: A text area containing "I cannot login to my GroupWise email.".
- Attachments**: A section for attaching files, currently showing "Last Attachment [No files currently attached]".

Orange arrows and boxes highlight the following elements: the Subject field, the Alt Phone field, the User Impact and User Urgency dropdowns, the Main Category and Sub-Category 1 dropdowns, the Description text area, and the SAVE button at the bottom.

Note: You are able to attach files to the ticket; for example, a screen shot of an error.

7. Once you have completed all required fields, click on **SAVE** to submit the ticket. You will receive a confirmation that a ticket has been created.

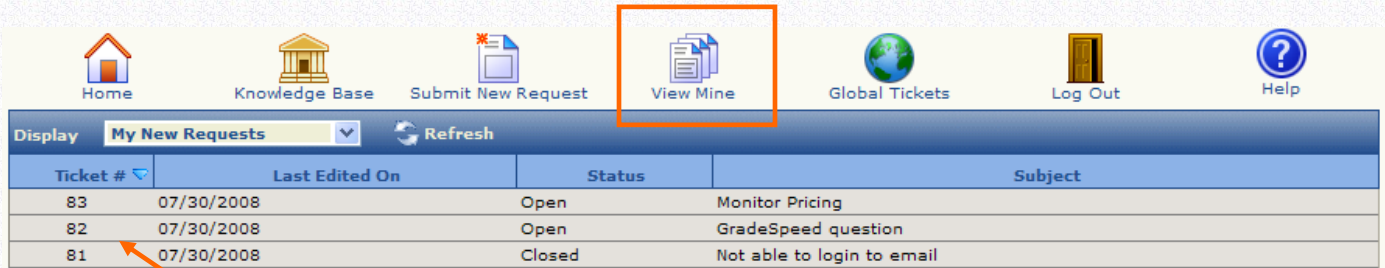
New Ticket successfully registered to the Educational Technology Help Desk database.  
 This Ticket has been assigned number 81.

Notification from the Help Desk will come via Email and the user can correspond with the Help Desk by using the Email message that was sent. The user can also **Edit** the ticket within the Help Desk system.

# View Previous Tickets

Users are able to view their own previously submitted Help Desk tickets – both Open and Closed.

To view your tickets, click on the **View Mine** icon along the top of the home page. If you are not logged in, you will be required to log in to the Help Desk system.



A list of all previously entered Help Desk tickets will appear. The status and the subject of each ticket will also be listed for quick reference.

To view details of a ticket, click anywhere on the line of the ticket and a detail window will appear. The detail window will show all updated information to the ticket.

**Ticket 81 in Educational Technology Help Desk -- General Information**

|                |                            |                  |        |  |  |
|----------------|----------------------------|------------------|--------|--|--|
| <b>Subject</b> | Not able to login to email |                  |        |  |  |
| <b>Status</b>  | Closed                     | <b>Submitter</b> | jgutie |  |  |

**Contact Information**

|                      |  |                    |                        |                          |                    |
|----------------------|--|--------------------|------------------------|--------------------------|--------------------|
| <b>Last Name</b>     | Gutierrez  | <b>First Name</b>  | Josefina               | <b>Full Name</b>         | Gutierrez Josefina |
| <b>Job Title</b>     | Specialist   | <b>Location</b>    | Educational Technology | <b>Department Number</b> | 810                |
| <b>Email address</b> | <a href="mailto:jgutie@neisd.net">jgutie@neisd.net</a> | <b>Employee ID</b> | 000552                 | <b>UserID</b>            | jgutie             |
| <b>Phone</b>         | 8047020  |                    |                        |                          |                    |

**Ticket Information**

|                       |                        |                       |                        |                      |              |
|-----------------------|------------------------|-----------------------|------------------------|----------------------|--------------|
| <b>User Impact</b>    | 1 to 2 Users affected. | <b>User Urgency</b>   | User is Inconvenienced | <b>Main Category</b> | Applications |
| <b>Sub-Category-1</b> | Email - GroupWise      | <b>Sub-Category-2</b> | Login Issue            | <b>Campus</b>        | Not In List  |

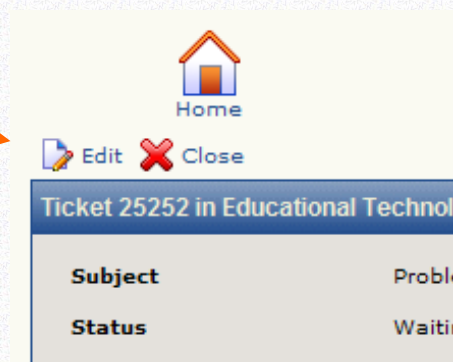
**Description**

**Entered on 07/30/2008 at 13:26:32 by Josefina Gutierrez:**  
I cannot login to my GroupWise email.

## Edit Tickets

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1. To edit a ticket, select the open ticket by clicking on it to open the detail window.
2. Click on the **Edit** button in the upper left corner.



3. The user will be able to add information in the **Append New Description** box.
4. Click on **SAVE** to update the request to the Help Desk system.

## Global Issues

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Global Issues are issues that affect many users. These issues will be entered into the system by the Help Desk technicians and marked as **Global Tickets**. Users will be notified upon their login to the system that there is a system outage or global issue by a pop-up **Global Ticket** announcement window.

If the user is experiencing the same issue, the user may choose to not enter a ticket or to enter a new ticket and link it to the global issue. When the **Global Ticket** is updated by the technician, any tickets that are linked to it will also be updated with the information.

To view any current **Global Tickets**, click on the **Global Tickets** icon at the top of the home page. A window will appear with a list of any open global tickets.




## Current Global Tickets

 Help  Close

This is a list of Global Tickets currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and receive updates when it is updated and resolved.

- To view the full description of a Global Ticket, click the Subject.
- To subscribe to a Global Ticket, select "Subscribe".
- To view this list again after you close the window, select "Global Tickets" from the FootPrints toolbar.

| Number | Subject                              |   |
|--------|--------------------------------------|---|
| 85     | <a href="#">email is not working</a> |  Subscribe |

Once you subscribe to a Global Ticket, it will be listed with your New Requests. You will receive email updates as the Global Ticket is updated and eventually resolved. You can view the latest status at any time by viewing it under "View My New Requests".

The user can click on the **Subject** of the ticket to view the information that is listed on the ticket.

Users can also **Subscribe** to the ticket. This will open a new ticket in the users name with the same information that is on the main **Global Ticket**. When the **Global Ticket** is updated or closed, the subscriber's ticket will be updated or closed also.