

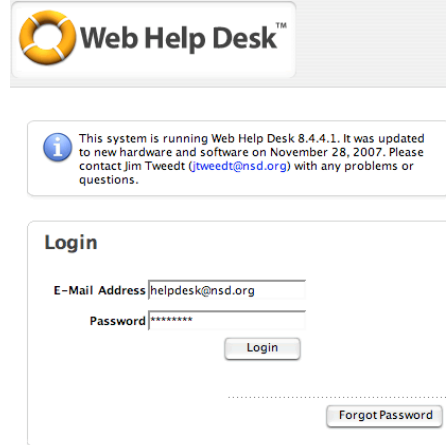
Logging into Web Help Desk

Tickets should be entered for individual technology-related issues, requests or needs.

Enter the following address in your web browser:

<http://helpdesk.nsd.org>.

Enter your **NSD email address** and **password** and click Login.



The screenshot shows the Web Help Desk login interface. At the top is the Web Help Desk logo. Below it is a system message: "This system is running Web Help Desk 8.4.4.1. It was updated to new hardware and software on November 28, 2007. Please contact Jim Tweedt (jtweedt@nsd.org) with any problems or questions." The main section is titled "Login" and contains two input fields: "E-Mail Address" with the value "helpdesk@nsd.org" and "Password" with masked characters "*****". There are "Login" and "Forgot Password" buttons.

Create a Help Desk Work Order (Ticket)

Step 1:

Select a **Problem Type** from the pull down menu that best fits the reason for the ticket. After a Problem Type is selected, a sub-category field will appear.

Step 2:

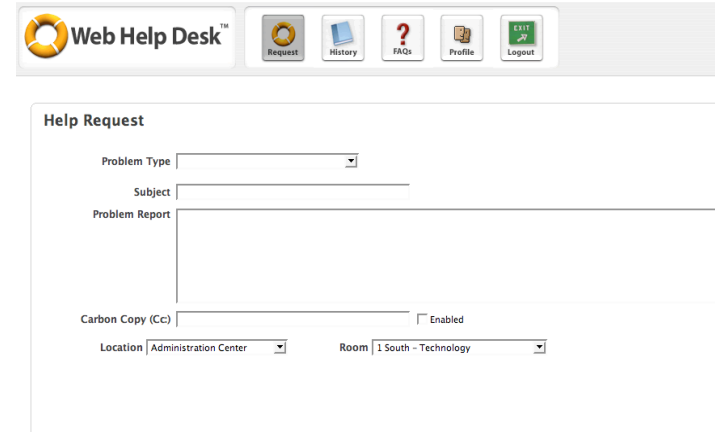
Select the appropriate **sub-category** from the pull down menu.

Step 3:

Enter a reason for the ticket in the **Subject Line - For example**, for problem reports related, include the following information:

- **Hardware:** School and room number, type of equipment, barcode(s), brief description of problem
- **Software:** School and room number, title of software, problem or request, related barcode(s)

In the **Problem Report** section, provide a detailed explanation of what you are requesting, or what problem you are experiencing.



The screenshot shows the "Help Request" form in the Web Help Desk system. The form includes a navigation bar with icons for Request, History, FAQs, Profile, and Logout. The form fields are: "Problem Type" (a dropdown menu), "Subject" (a text input field), "Problem Report" (a large text area), "Carbon Copy (Cc)" (a checkbox labeled "Enabled"), "Location" (a dropdown menu showing "Administration Center"), and "Room" (a dropdown menu showing "1 South - Technology").

Carbon Copy (cc) the Ticket

If you would like to send a copy of the ticket you are creating to someone, enter the person’s email address in the **Carbon Copy** field and click **Enabled**.

Verify that the location and room is correct.

Select an Asset Option

Depending on the Problem Type selected, a Select Asset option may appear on the screen. If you are prompted to select an Asset, enter the barcode of the computer you are reporting a problem on and click Search. The asset information will appear on the screen. When entering a ticket regarding more than one asset (such as a computer lab), indicate one of the related barcodes. In the body of the ticket, include all other related barcodes, or attach a list of all the assets and their barcodes.

Save

When you click the save button, Web Help Desk will create a the work order and send a copy of the ticket to the assigned technician.

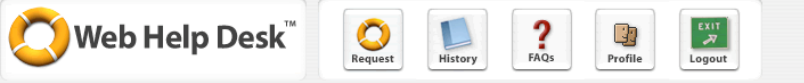
Logout to Close Session

To logout of Web Help Desk, click the green Logout button located in the upper right hand corner of the screen.

Carbon Copy (Cc) Enabled
Location Room

Select Asset

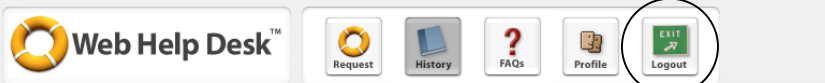
Asset No.
Type
Model



Thank You!

Your ticket number is 32314.
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to helpdesk@nsd.org.

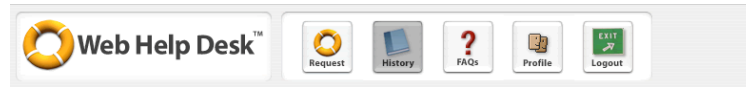
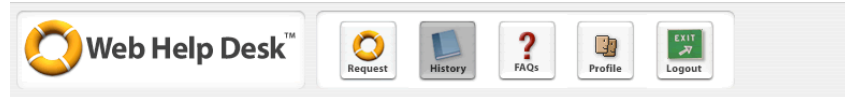


Checking Open Tickets

Click on the History button at the top of the screen.

The Web Help Desk screen displays all open tickets created by you. You can also search on tickets and the search will display tickets you have entered in the past as well as current open tickets.

If you click on the blue colored ticket number the screen will display basic information about the open ticket.



Ticket History

Ticket Status Problem

No. ▾	Date	Updated	Status	Problem Description
32315	03/23/2008	03/23/2008	Created	Computer at NJH freezing: Barcode 52324 at Northshore Junior High is booting to a kernel panic. We h...

Add a Note or Cancel an Open Ticket

The basic information display also provides a note box. You can click on the button to Add Note and Web Help Desk will provide a dialog to allow the user to enter additional comments about the ticket. When you save the note the information is relayed to the technician.

This screen also allows a user to cancel an open ticket. To cancel the ticket click on the Cancel Ticket button located in the upper right hand side of the screen. When you click on the link a dialog appears asking, "Really cancel this job ticket?" Click OK and Web Help Desk closes the ticket.

Ticket 32315

Report Date 03/23/2008 11:16am PDT
Status Created
Est. Due Date 04/04/2008 5:00pm PDT
Location Northshore Junior High
Room 136
Problem Type 02 Computer and Related Equipment + a. Computer Freeze or Crash
Subject Computer at NJH freezing
Problem Report Barcode 52324 at Northshore Junior High is booting to a kernel panic. We have restarted the computer, swapped out ethernet cable, and tried to start the computer without the peripherals. This computer still will not boot. This computer is located in room 136.

Technician Tech Help Desk
Attachments [Add File](#)

Notes	Date	Name	Note Text

New Note

Carbon Copy (Cc) Enabled

Using Email to Add Notes to Tickets

When you create a ticket in Web Help Desk, the system automatically generates an email to you, the client. If you would like to add notes to your ticket, **DO NOT** reply to the email, rather click on **Add Note**. In Entourage, you may need to click on download pictures in the header of the email in order to see the Add Notes button.

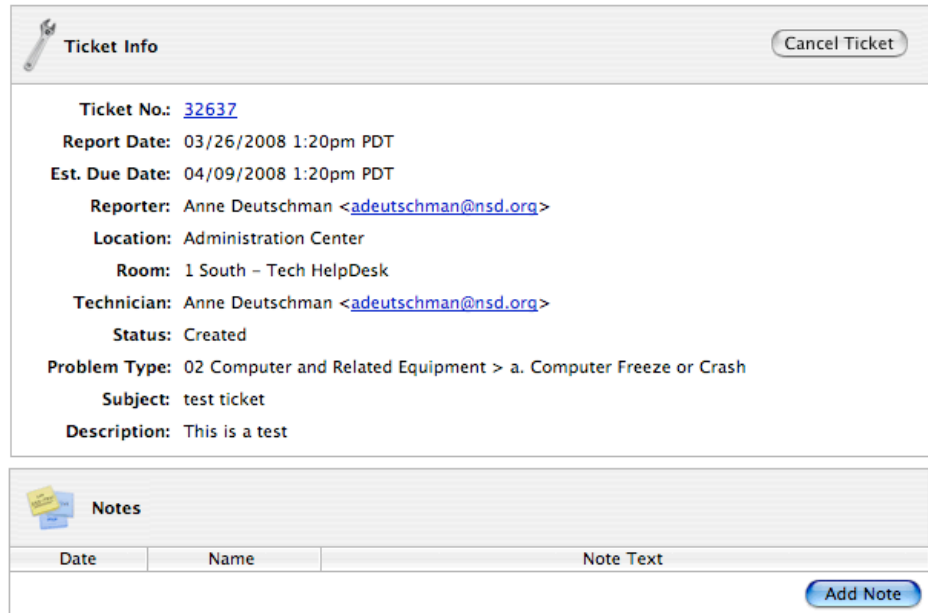
Replace the text with your additional information and click on **Send**.

The system will automatically update the ticket for you.

Please Note: If you create a ticket and we require more information, we will add a note to the ticket and email it to you. Please follow the same procedures for adding notes to the ticket as noted above.

To cancel a ticket in Web Help Desk, open the system generated email and click **Cancel Ticket** in the upper right hand corner of the screen, and click **Send**. The system will automatically cancel the ticket for you.

This message is sent courtesy of the Technology Work Order System.



The screenshot shows an email interface for a ticket. At the top right is a "Cancel Ticket" button. Below is a "Ticket Info" section with a wrench icon, containing the following details:

- Ticket No.: [32637](#)
- Report Date: 03/26/2008 1:20pm PDT
- Est. Due Date: 04/09/2008 1:20pm PDT
- Reporter: Anne Deutschman <adeutschman@nsd.org>
- Location: Administration Center
- Room: 1 South – Tech HelpDesk
- Technician: Anne Deutschman <adeutschman@nsd.org>
- Status: Created
- Problem Type: 02 Computer and Related Equipment > a. Computer Freeze or Crash
- Subject: test ticket
- Description: This is a test

Below the ticket info is a "Notes" section with a sticky note icon. It contains a table with the following structure:

Date	Name	Note Text

An "Add Note" button is located at the bottom right of the notes section.

(if you do not see the Add Note button on your screen, or you see the screen as text, scroll all of the way to the bottom of the email to see the Add Note button)