



TSD eHelpDesk

User Guide



provided by the
Northern Nishnawbe Education Council
Technical Services Department
Version 0.8

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Before You Begin

Before using the TSD HelpDesk system there are a few points that must be addressed.

Pop-Ups

Pop-ups must be allowed for NNEC sites. To allow pop-ups in Internet Explorer:

- Go to the 'Tools' menu.
- Select 'Pop-up Blocker' and then select 'Pop-up Blocker Settings'.
- In the Address of websites to allow text box, type: ***.nnec.on.ca** .
- Click Add.
- Click Close.

Note: Users with Yahoo, Google or other toolbars installed may need to take additional steps for allowing pop-ups.

Replying to and Updating Tickets

In order to reply to and update tickets you must **login through the TSD HelpDesk web page**. If you reply to your ticket through email, it will not be sent to the technician working on your problem. The best way to provide updated information to TSD is by logging in through the website or by calling. Tickets are sometimes reassigned to other technicians due to workloads or holidays.

Login Screen

The login screen is the primary entry point to the helpdesk for technicians, management and users alike.



Fields

Login ID	<p>Enter your username here.</p> <p>Your user name will be the same username you use to log into the network. In some cases this may be your email address.</p>
Password	<p>Enter your password. This is the same password you use to log into the network.</p> <p>If you are logging in using your email address, this is the password you set up when you created your user account.</p>

Links

Knowledgebase Search	<p>Click here to go to the knowledgebase search page.</p>
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Actions

Login	<p>Once you have entered your login and password, click this button to enter the helpdesk system.</p> <ul style="list-style-type: none">• Users -- You will be taken to a page that shows your contact information and a list of all your tickets. You can create new tickets from this page.
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User Entry

From this page the user can enter new tickets and view the status of tickets previously entered.

Note that there may be additional user defined fields included on this page.

Knowledgebase Search 

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 Logout

***First Name:** ***Last Name:**

***Office:** **Cell:**

Fax: **Ext.:**

Best Time to Call:

Street:


City: **State:** **Zip:**

***Email:**

Company:

Dept:

Tickets

	Category Option	Assigned To	Status (Show Completed)	Creation Date
 #143	Other Requests	Cathy Carpenter	Assigned - New	25-Jan-2007

Fields

First Name	Enter the user's first name. <i>Required.</i>
Last Name	Enter the user's last name. <i>Required.</i>
Office, Home, Cell	Enter the user's phone numbers, including area codes, in these fields. <i>At least one phone number must be entered.</i>
Fax	Enter the user's fax number.
Best Time To Call	Enter the best time that the user can be contacted. This is intended to encourage communication between the technician and the end user.
Street	Enter the user's street address.
City	Enter the city the user is located.
State*	Enter the state where the user is located.
Zip*	Enter the user's ZIP code.
Email	If the user is using their email address as their Login ID, enter that email address into this field. If the user uses a workstation or network Login ID, the email address will be filled in this field automatically from an LDAP search. All notifications sent to the user will be sent to this email address. <i>Required.</i>
Company	Enter the name of the company the user is affiliated with.
Dept	Enter the department the user works in.
Additional end user fields	There may be additional user defined fields.

* Support for Provinces and Postal Codes is expected soon.

Links



Click this link to view the details for a selected ticket.

(Show / Hide Completed)

To only view tickets that are unresolved, click the "Hide Completed" link. This will hide tickets that have already been resolved or completed.

Actions



Click a box to change the banner color for your workstation.

Save

This will save the information entered for the selected user.

Create Ticket

Click this button to submit a new ticket. A new window will open, allowing you to enter the details of the problem, which will then be routed to an appropriate technician.

Logout

Click this button to logout of eHelpDesk.


Ticket Creation

From this page you can create a new ticket and route it to a helpdesk technician. This is the first step in the process of getting an issue resolved. Note that there may be additional user defined fields on this page.

IMPORTANT: Describe the issue as accurately as possible. If you have a file to upload, it can be uploaded after the ticket is submitted.

Fields

Submitted By	This is the name of the helpdesk user submitting the ticket.
Email	This is the email address of the helpdesk user submitting the ticket. Please note that changing this email address does not change where the notifications will be sent. If this is the wrong email address, please update the user's record before creating a ticket.
Location	This is the physical location of the helpdesk user. Choosing a "Location" will fill the "Category" list with categories available at the chosen location.
Category	Select the category that most closely describes the issue. Choosing a "Category" will populate a list of "Category Options" that you can select from to further describe the issue.
Category Option	Select the category option that most closely describes the issue. Choosing a "Category Option" will populate the "Send To" list with appropriate technicians, or the name of the dispatcher who will select the appropriate technician.
Send To	Tickets are automatically sent to the Ticket Pool.

Asset #	Enter an asset number, or click the asset # icon () to search for an asset.
Additional user defined ticket fields	There may be additional user defined ticket fields on this form.
Problem Description	Provide a clear, detailed description of the issue to be resolved. The more accurate the description is, the better support the technician can provide.
Ticket Date	This is the date when the ticket was created. This date is filled in by the server.

Other

Cancel	Clicking this button will close the window without saving any ticket information.
Submit	Clicking this button will save the ticket and send a notification to the person selected in the Send To field. A notification will also be sent to the helpdesk user notifying them that the ticket has been submitted.

New Ticket for Thomas Kuzemczak

Submitted By: Thomas Kuzemczak

E-Mail: TKuzemczak@nnec.on.ca

Location: ----Choose a Location----

Category: ----Choose a Category----

Category Option: ----Choose a Category Option----

Send To: ----Choose a Ticket Recipient----

Asset #:

***Problem Description:**

Ticket Date: February 1, 2007

***Fields are required for ticket submission**

New Ticket for Thomas Kuzemczak

Submitted By: Thomas Kuzemczak

E-Mail: TKuzemczak@nnec.on.ca

Location: ----Choose a Location----

Category: Administration Office
B. Ed Program (NTEP)
Dennis Franklin Cromarty High School

Category Option: Finance

Send To: Head Office (FMH)
Holistic Student Services - SLKT
Holistic Student Services - TBAY

Asset #: Kwayaciiwin Resource Centre (DEPC)
Northern Eagle Student Centre
Pelican Falls Centre
Pelican Falls First Nations High School
Pelican Falls Operations & Maintenance

***Problem Description:** Post Secondary Program - SLKT
Post Secondary Program - TBAY
Special Projects
Technical Services Department
Wahsa Distance Education Centre
Wahsa Learning Centre

Ticket Date: February 1, 2007

***Fields are required for ticket submission**

New Ticket for Thomas Kuzemczak

Submitted By: Thomas Kuzemczak

Email: TKuzemczak@nnec.on.ca

Location: Technical Services Department

Category: ----Choose a Category----

Category Option: Service Request
TSD Maintenance & Work

Send To: ----Choose a Ticket Recipient----

Asset #:

*Problem Description:

Ticket Date: February 1, 2007

*Fields are required for ticket submission

Submit Cancel

New Ticket for Thomas Kuzemczak

Submitted By: Thomas Kuzemczak

Email: TKuzemczak@nnec.on.ca

Location: Technical Services Department

Category: Service Request

Category Option: ----Choose a Category Option----

Send To: Account Creation
Account Update
Data Backup/Restore/Move
Email Problem
Forgotten Password
Hardware Failure
Hardware Installation
Internet Problem
Keyboard / Mouse Problem
Login Problem
Network Problem
Other Requests
Password Change
Printing Problem
Purchasing
Request for Information / Advice
Server Problem
Shipment
Software Bug / Malfunction / Crash
Software Installation
Software Problem
System Down
System Frozen
System Slow
Telephone Problem
Video Conferencing
VPN Problem
Web Filter Modification
Web Page Update
Workstation Maintenance

*Problem Description:

Ticket Date:

New Ticket for Thomas Kuzemczak

Submitted By: Thomas Kuzemczak

E-Mail: TKuzemczak@nnec.on.ca

Location: Technical Services Department

Category: Service Request

Category Option: Internet Problem

Send To: Ticket Pool

Asset #:

***Problem Description:**

Ticket Date: February 1, 2007

***Fields are required for ticket submission**

Ticket Page

The ticket page displays all relevant information concerning a ticket. From here you can enter comments and review the progress of your tickets.

Fields

Ticket information section	Includes all ticket information, as well as a link to any user defined ticket information.
End user information section	Includes all end user information, as well as a link to any user defined end user information.
Notes section	Includes a string of all of the comments and attachments since the ticket was created.

Links

View Additional Ticket Information	Click this link to view or hide User defined ticket information.
View Additional End User Information	Click this link to view or hide User defined end user information.

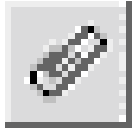
Actions



	Click this icon to attach a file to the ticket. Attachments will show up in the notes section as a link to the attachment.
Update	Click this button to save the comments added to the ticket. Notifications will be routed to the technician.
Print	Click this to print the ticket along with the ticket history.
Close	Click this button to close the window.

Attach a File

From this screen you can attach a file to your ticket.



Fields

Select a file to attach	Enter the name of the file that you would like to attach to your ticket or browse to find the file that you would like to attach (see Browse link description).
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Links

Browse	Click this button to find the file you would like to attach to your ticket.
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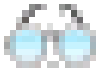
Actions

Attach	Click this button to attach the file that you have selected.
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Cancel	Click this button to return to the Ticket page without attaching a file.
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Viewing a Ticket

From this screen you can view all information on your ticket.



After logging in, click on the glasses beside your ticket to view the latest status of the ticket or to post an update to your ticket.

You will be able post new information by entering it in the text box and clicking 'Update'.

To view information on completed tickets, click the 'Show Completed' link and then click on the glasses beside the ticket you'd like to see.