

# Technology Help Desk System

<https://helpdesk.fjuhsd.net>

## Overview

The online service request system (Assist by Schoolwires) has been implemented to handle service requests for technology related issues. The following is a step by step guide that will cover the basic functions of the system.

### **Currently the system is configured to handle technology related problems and tasks:**

- Issues related to computer hardware, computer peripherals, and computer software, including printers and AV equipment
- Issues related to the phone system.
- Issues related to data processing, including Aeries, ABI, request for reports, or requests for special data
- Issues related to Special Systems such as, IlluminteED, School House (Food services POS), SEIS, and TeleParent
- Issues related to school and District websites.
- **At some sites Custodial Issues:** Issues related to any service provided by the Custodial and Grounds Team.

Requests are made through the creation of “tickets” through a web interface. These tickets are then sent to the appropriate service staff members to service the request. Throughout the process the person who submitted the ticket will receive e-mails notifications detailing the progress of the request, including a notification when the ticket has been completed.

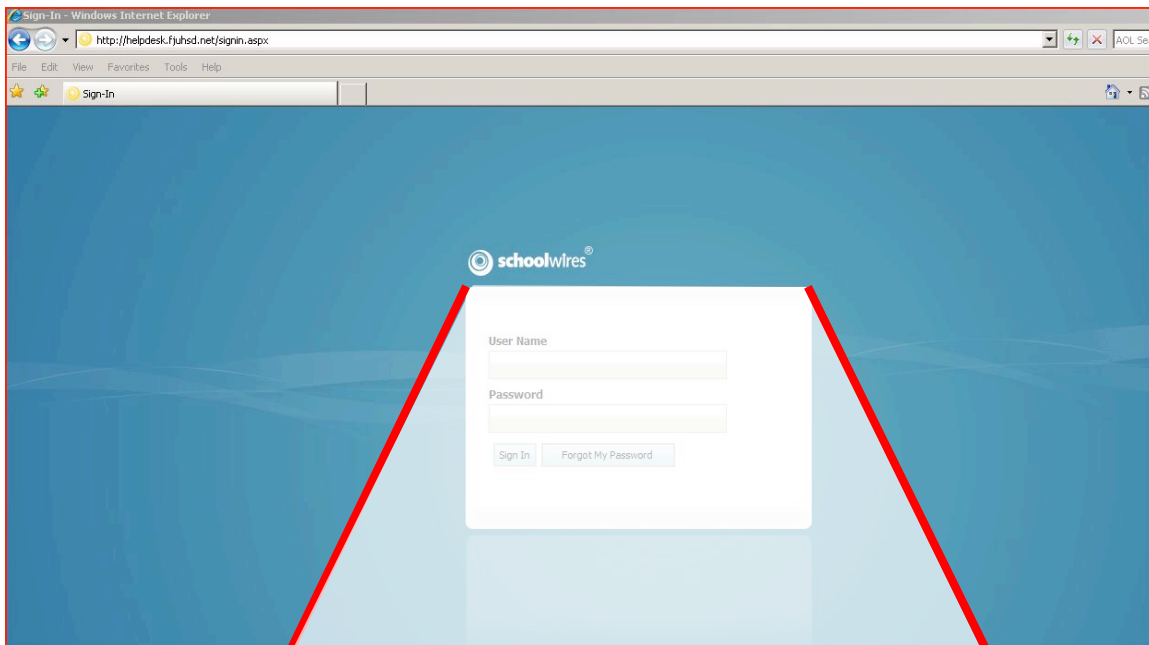
This user guide is a step-by-step guide that covers the basic functions of the Assist service request system. For more information, please contact your local site technician or assistant principle of instruction and operations.

### **The Basics**

1. Logging into the system
  - a) The first time
2. My interface
3. Creating a ticket (service request)
4. Managing your tickets
  - a) Cancel, print, or find a ticket
  - b) Add a comment
  - c) View ticket history
5. Closing a ticket
6. E-mail notifications

# 1. Logging into the System

Open a web browser. On the URL line type <https://helpdesk.fjuhsd.net>, the following screen will appear:

A detailed view of the login form, showing the "User Name" field with the text "test2" and the "Password" field with six dots. Below the fields are the "Sign In" and "Forgot My Password" buttons. Arrows point from the "User Name" and "Password" labels in the text below to their respective fields in this form.

Enter your **“User Name”** and **“Password”**. Use your District e-mail account information here. If you do not have a district e-mail account, please contact your site technician or Technology Services.

## 1a) The First Time

If this is your first time signing into Assist you will be asked to identify your primary work location. The system uses this information to direct your service requests to the correct site technician. This will only happen once. After this initial setup your location information can be changed under the “My Account” section of the main page.



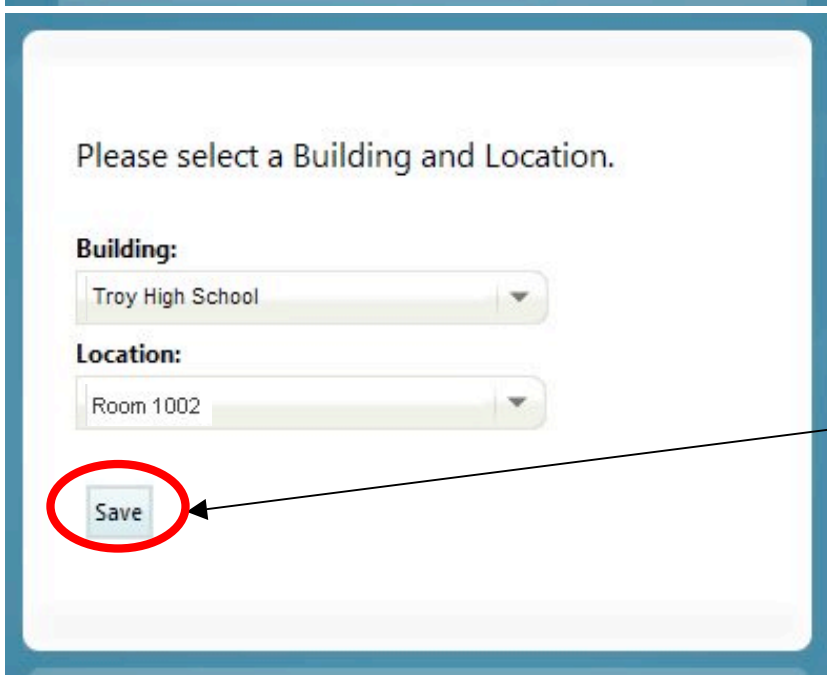
Please select a Building and Location.

**Building:**  
Troy High School

**Location:**  
Administration Office  
Administration Office  
Room 1001  
Room 1002  
Room 200 - Lecture Hall  
Room 2000 Data  
Room 2001  
Room 2002  
Room 2004  
Room 2005  
Room 2005C

**Building:** If you are located at a school site, select the appropriate school. If you are located at any of the District administrative sites, such as the Education Center, Service Center, or Warehouse, select the “Education Center” site.

**Location:** Select the location that best describes your primary working location, for example, your “home room” or the room, office, building, or location where you most often are located.



Please select a Building and Location.

**Building:**  
Troy High School

**Location:**  
Room 1002

Save

When you are finished making your selections, click the “**Save**” button.

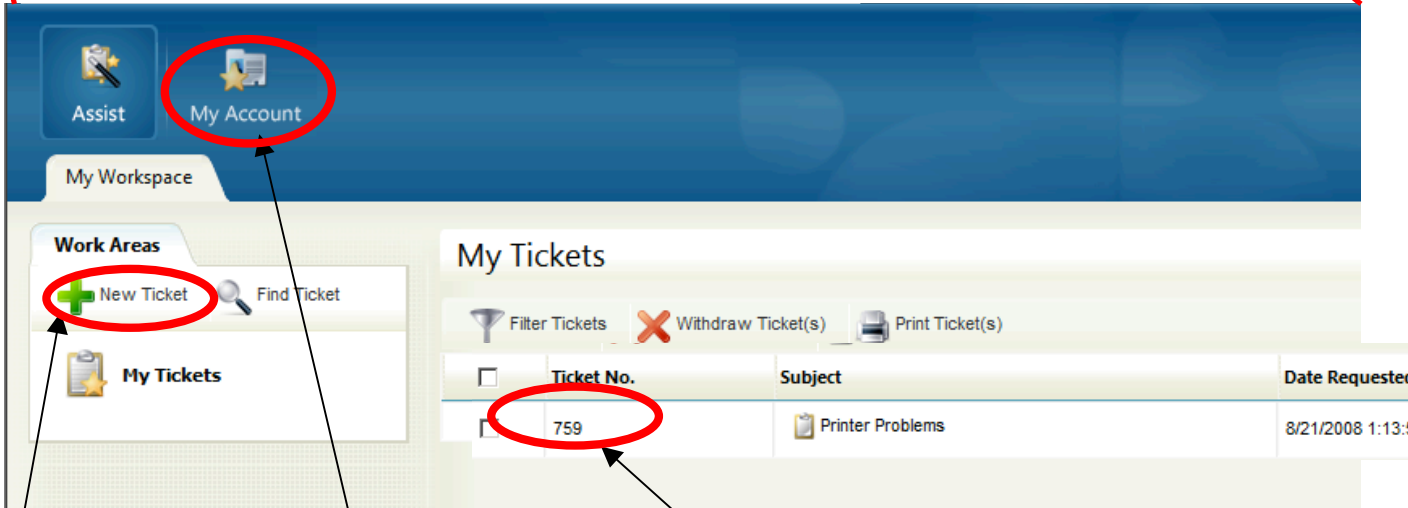
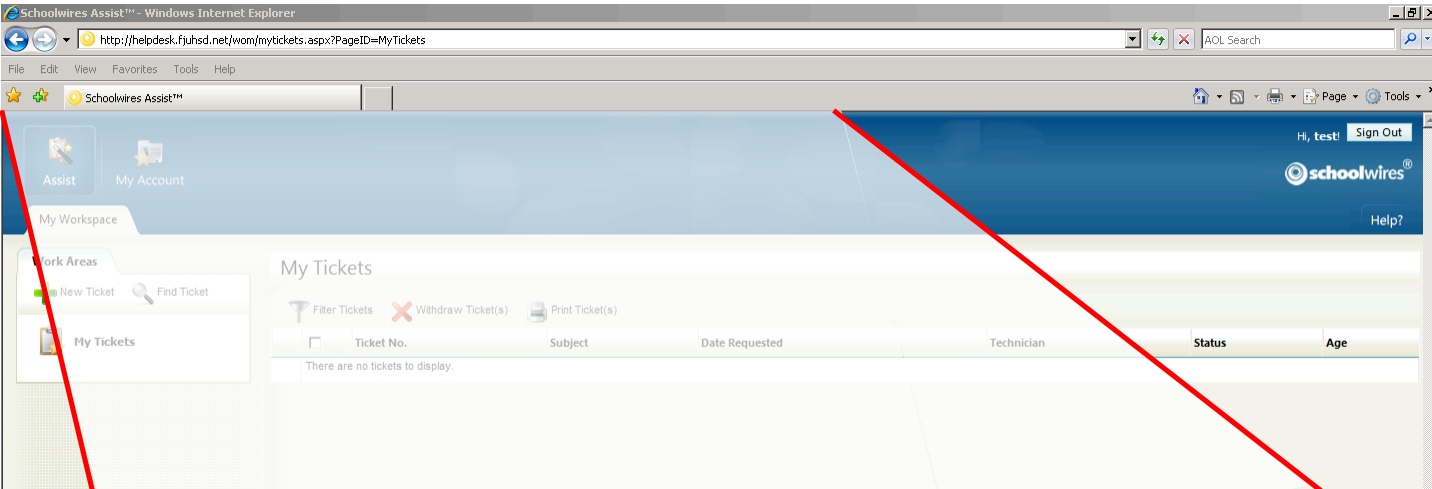
Click “New Ticket” to submit a new service request.

Click “My Account” to change your account information, including your primary location.

This is the list of all your service requests. Please note the ticket number. Each request is assigned a unique ticket number.

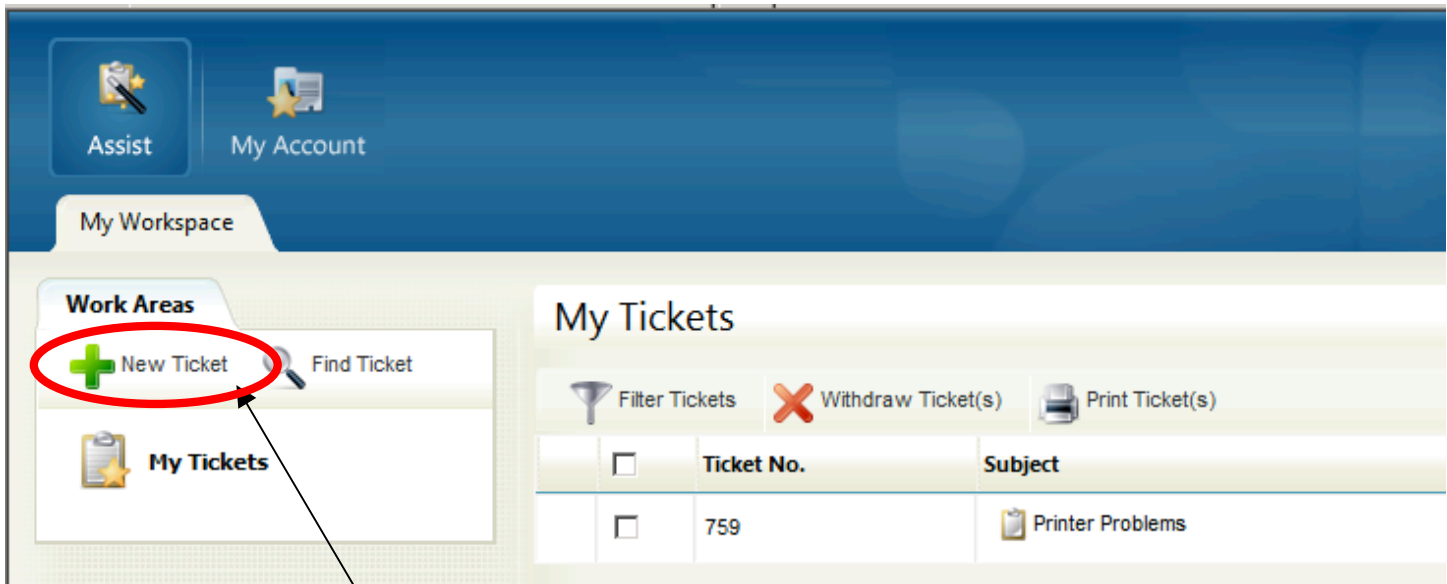
## 2. My Interface

Once you have successfully signed in you will see the main interface page. This is your interface to the Assist service request system.

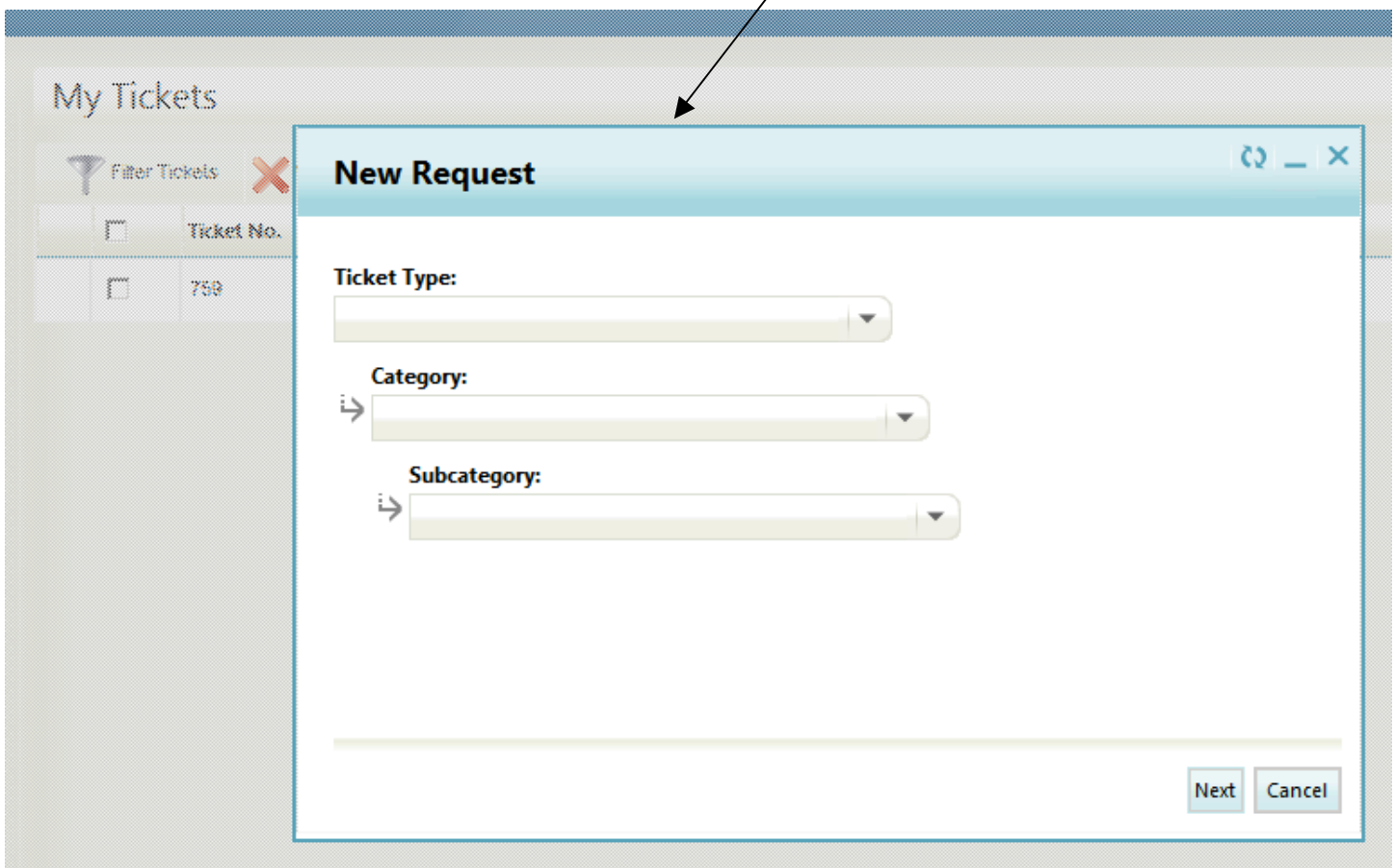


### 3. Creating a Ticket

Now that you have successfully signed in, the following eight steps will walk you through creating a new ticket (service request).



1. Click on “New Ticket” to begin the process. The “New Request” dialog box will open.



The screenshot shows a web application titled "My Tickets". On the left, there is a sidebar with a "Filter Tickets" button and a table with columns "Ticket No." and "759". The main area displays a "New Request" dialog box. Inside the dialog, the "Ticket Type:" dropdown menu is open, showing a list of options: BPHS Technology, Education Center/DSC/Other Admin Sites Technology, FUHS Technology, LHHS Technology, LSHS Technology, LVHS Technology, SHHS Technology, SOHS Technology, and TRHS Technology. At the bottom right of the dialog are "Next" and "Cancel" buttons. An arrow points from the instruction text below to the dropdown menu.

| Ticket No. |
|------------|
| 759        |

**Ticket Type:**

- BPHS Technology
- Education Center/DSC/Other Admin Sites Technology
- FUHS Technology
- LHHS Technology
- LSHS Technology
- LVHS Technology
- SHHS Technology
- SOHS Technology
- TRHS Technology

Next Cancel

2. Select "**Ticket Type**" from the drop down menu. Select the ticket type that best describes the location and type of service being requested. For example, if you are a teacher at Troy and you are experiencing problems with the telephone in your classroom, select TRHS Technology.

My Tickets

Filter Tickets X

Ticket No. 759

### New Request

**Ticket Type:**  
TRHS Technology


**Category:**

- TR1 Technology Issues (Computer/Network/AV Equipment/...)
- TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)
- TR3 Data Processing Issues (Aeries/ABI/Special Systems/Reports/Data Requests)
- TR4 Special Systems (Data Director, Teleparent, SEIS, POS/School House)
- TR5 School Website Issues
- TR7 All Other Issues

Next Cancel

3. Select “**Category**” from the drop down menu. Each category is preceded by a three digit code that helps organize the list. Select the category that best describes the type of service you need.
  - a. Technology Issues such as, computers hardware issues, printers, audio/video equipment, data network issues, e-mail issues, and software issues.
  - b. Phone Issues such as, telephone adds/moves/changes, fax issues, voice mail issues, and cell phone issues.
  - c. Data Processing Issues such as, Aeries or ABI issues, special report requests, and special data requests.
  - d. Special Systems Issues such as, Illuminate issues, TeleParent issues, POS/School House Food Services issues, SEIS issues, and EIS issues.
  - e. School Website issues, problems or questions about your school’s website.
  - f. Other Issues, when all else fails and you do not know what category to choose.
  - g. **At some sites Custodial Issues:** Issues related to any service provided by the Custodial and Grounds Team.

My Tickets

Filter Tickets 

| <input type="checkbox"/> | Ticket No. |
|--------------------------|------------|
| <input type="checkbox"/> | 759        |



### New Request

**Ticket Type:**  
TRHS Technology

**Category:**  
TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)


**Subcategory:**

- Cell Phone Issues (New/Replace/Malfunctioning)
- Fax Line Issues (Add/Move/Change - Must Include Current Fax Number)
- No dial tone (Must Include Your Extension Number)
- Telephone System Down (All Phones not Working/Not Able to Call Out)
- Telephone/Phone Line Issues (Adds/Moves/Changes - Must Include Your Current Extension)
- Voice Mail Issues (Password Reset/Add/Move/Change - Must Include Your Current Extension)

4. Select “**Subcategory**” from the drop down menu. Select the subcategory that best describes the type of service you need. *(The items in your “Subcategory” may not be exactly as they appear here.)*

My Tickets

Filter Tickets 

| <input type="checkbox"/> | Ticket No. |
|--------------------------|------------|
| <input type="checkbox"/> | 759        |

### New Request

**Ticket Type:**  
TRHS Technology


**Category:**  
TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)

**Subcategory:**  
Telephone/Phone Line Issues (Adds/Moves/Changes - M)

**Next** **Cancel**

5. When you are finish with your selections Click “Next”

My Tickets

Filter Tickets 

| <input type="checkbox"/> | Ticket No. |
|--------------------------|------------|
| <input type="checkbox"/> | 759        |

### New Request


**Subject:**

**Description:**  

I forgot my password.

6. Enter a “**Subject**” and “**Description**” of the request, state as much detail as possible. When you have finished click “**Next**”

My Tickets

Filter Tickets 

| <input type="checkbox"/> | Ticket No. |
|--------------------------|------------|
| <input type="checkbox"/> | 759        |

### New Request

**Building:**  
Troy High School

**Location:**  
Room 1002

**Asset:**  
Other

**Asset Name:**

7. By default, the entries for “**Building:**” and “**Location:**” will be those of the person creating the ticket. You may change the location if the service request is for another room. Click “**Finish**”

8. When the process is complete you will be brought to the “**Edit Ticket**” screen. From here you can review the ticket, make any necessary changes, or even attach a document that you feel may be helpful in completing your service request such as a screen print of an error message.

Assist My Account

My Workspace

Work Areas

+ New Ticket Find Ticket

**My Tickets**

My Tickets » Edit Ticket

Comments History Print Ticket

General Building & Location Type & Category Attachments

**Subject:**  
Voice Mail Problems

**Description:**  
Spell Check  
I forgot my password.

Save Cancel

When you are finished with all your changes or if you do not have any changes click “**My Tickets**” and you will be brought back to the main interface page. A new service request ticket will appear in your “**My Tickets**” Queue.

Assist My Account

My Workspace

Work Areas

+ New Ticket Find Ticket

My Tickets

My Tickets

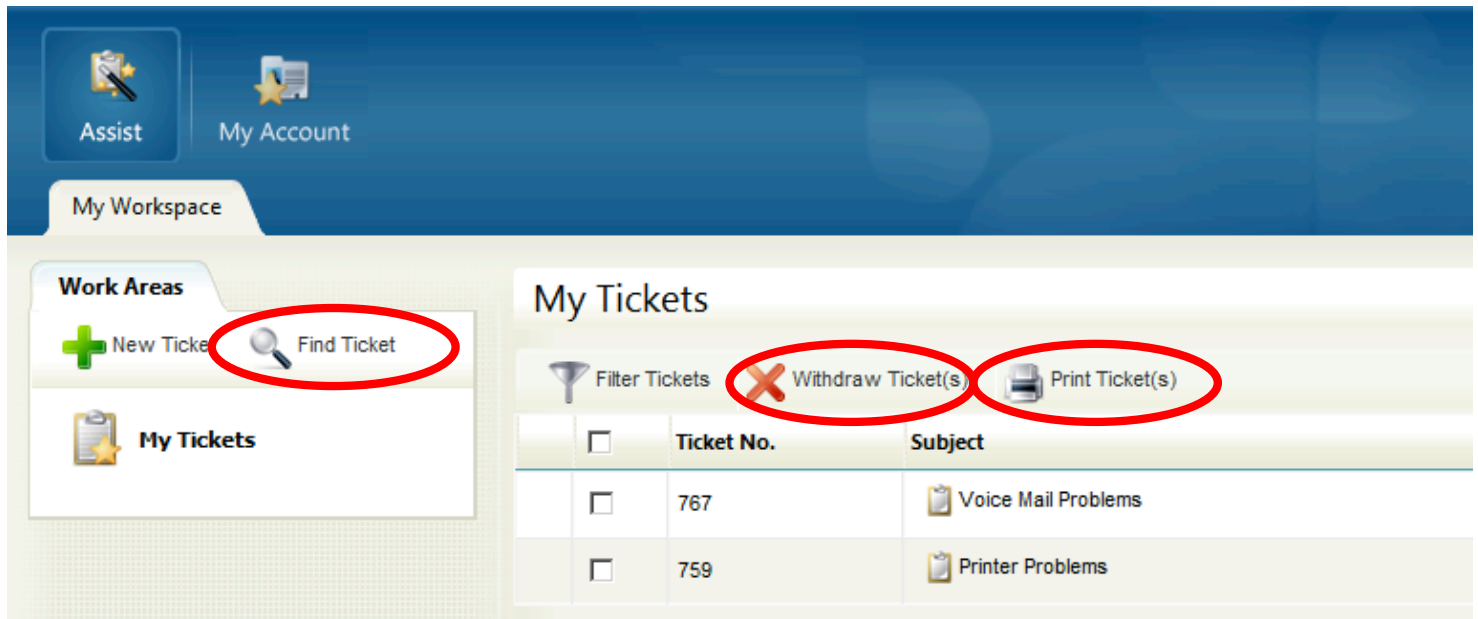
Filter Tickets Withdraw Ticket(s) Print Ticket(s)

| <input type="checkbox"/> | Ticket No. | Subject             | Date Requested        | Technician | Status            | Age   |
|--------------------------|------------|---------------------|-----------------------|------------|-------------------|-------|
| <input type="checkbox"/> | 767        | Voice Mail Problems | 8/21/2008 10:36:23 PM | Unassigned | Awaiting Approval | --    |
| <input type="checkbox"/> | 759        | Printer Problems    | 8/21/2008 1:13:56 PM  | Unassigned | In Queue          | 9 hrs |

Hi, test! Sign Out schoolwires® Help?

## 4. Managing tickets

When you log into Assist you are automatically brought to the main interface page known as your “Ticket Queue”. You will see a list of all the active tickets that you have created. You may also see tickets that your site technician or other service staff members have created for you.



|                          | Ticket No. | Subject             |
|--------------------------|------------|---------------------|
| <input type="checkbox"/> | 767        | Voice Mail Problems |
| <input type="checkbox"/> | 759        | Printer Problems    |

From this page you can:

- Cancel a ticket (**Withdraw Ticket**)
- Print a hard copy of a ticket (**Print Ticket**)
- Search for a ticket (**Find Ticket**)

## 4a) Cancel, Print, or Find a Ticket

To cancel or print a ticket you must first select the ticket by clicking on the **check box** next to the ticket. You can select more than one ticket at a time.

The screenshot shows the 'My Tickets' interface. On the left, the 'Work Areas' sidebar includes 'New Ticket', 'Find Ticket', and 'My Tickets'. The 'My Tickets' table has columns for 'Ticket No.' and 'Subject'. Two tickets are listed: 767 (Voice Mail Problems) and 759 (Printer Problems). Above the table are buttons for 'Filter Tickets', 'Withdraw Ticket(s)', and 'Print Ticket(s)'. An arrow points from the text 'check box' in the preceding paragraph to the checkbox next to ticket 767.

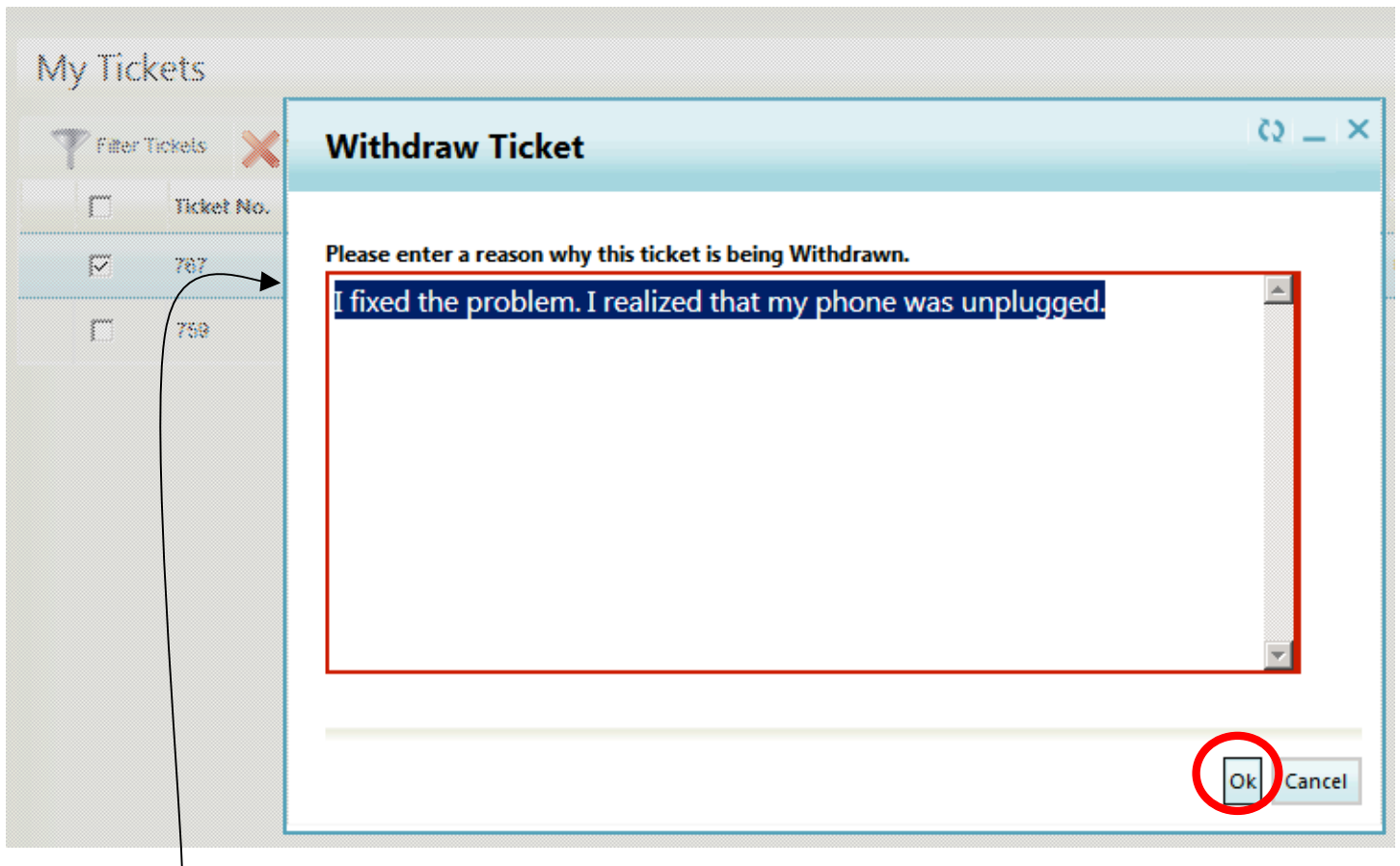
| <input type="checkbox"/> | Ticket No. | Subject             |
|--------------------------|------------|---------------------|
| <input type="checkbox"/> | 767        | Voice Mail Problems |
| <input type="checkbox"/> | 759        | Printer Problems    |

**To cancel a service request:**

The screenshot shows the 'My Tickets' interface with the 'Withdraw Ticket(s)' button circled in red. The table has columns for 'Ticket No.', 'Subject', 'Date Requested', and 'Technician'. Two tickets are listed: 767 (Voice Mail Problems) and 759 (Printer Problems). Ticket 767 is selected, indicated by a checked checkbox. Arrows point from the text 'Withdraw Ticket(s)' and 'check box' in the following paragraph to the respective elements.

| <input type="checkbox"/>            | Ticket No. | Subject             | Date Requested        | Technician |
|-------------------------------------|------------|---------------------|-----------------------|------------|
| <input checked="" type="checkbox"/> | 767        | Voice Mail Problems | 8/21/2008 10:36:23 PM | Unassigned |
| <input type="checkbox"/>            | 759        | Printer Problems    | 8/21/2008 1:13:56 PM  | Unassigned |




After selecting the ticket **check box**, click “**Withdraw Ticket(s)**” to cancel a service request.





In the **comment box**, enter the reason for canceling the ticket, then click “**Ok**”

## To print a hardcopy of a service request:

My Tickets


 Filter Tickets  Withdraw Ticket(s)  **Print Ticket(s)**

| <input type="checkbox"/>            | Ticket No. | Subject   | Date Requested        | Technician |
|-------------------------------------|------------|---|-----------------------|------------|
| <input checked="" type="checkbox"/> | 767        |  Voice Mail Problems | 8/21/2008 10:36:23 PM | Unassigned |
| <input type="checkbox"/>            | 759        |  Printer Problems    | 8/21/2008 1:13:56 PM  | Unassigned |

After selecting the ticket **check box**, click **“Print Ticket”**. The selected ticket will be displayed on the screen in a printer friendly format. In order to print the ticket you need to select the “Print” option in the browser’s **“File”** menu or click the **printer icon**.

http://helpdesk.fjuhsd.net/?TicketIDs=24456 - Print Ticket(s) - Windows Internet Explorer

File Edit View Favorites Tools Help

 Page Tools ?

| Status            | Priority | Age   |
|-------------------|----------|-------|
| Awaiting Approval | Medium   | 3 hrs |

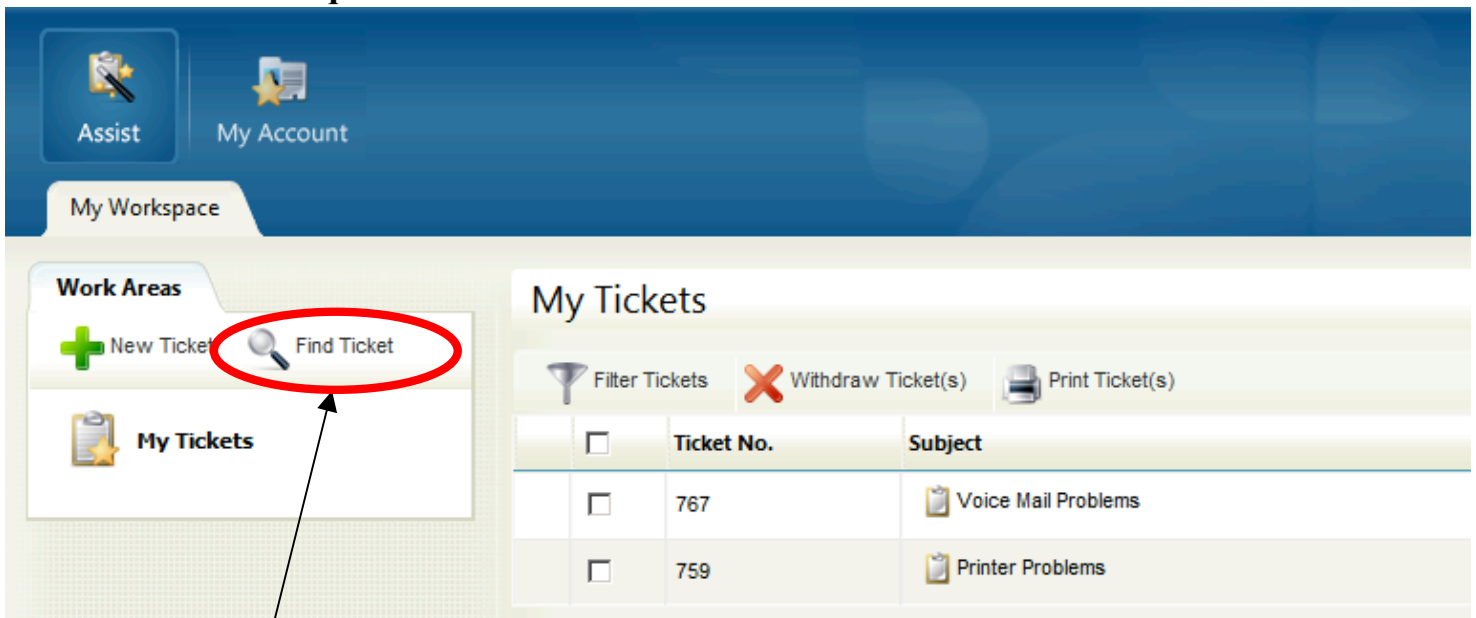
### #767 - Voice Mail Problems

I forgot my password.

|                 |  |              |  |
|-----------------|--|--------------|--|
| Requestor:      | test system  | Building:    | Troy High School   |
| Email:          |  | Location:    | Room 1002  |
| Date Submitted: | 8/21/2008 10:36:23 PM                                  | Assigned:    |  |
| Due Date:       |  |              |  |
| Category:       | TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...) | Subcategory: | Telephone/Phone Line Issues (Adds/Moves/Changes - Must Include Your Current Extension) |

**Notes:**

## To find a service request:



Click on “**Find Ticket**”, the “**Find Ticket**” dialog box will open. Enter the **ticket number** of the service request and click “**Find**”

The 'Find Ticket' dialog box is shown. It has a title bar with 'Find Ticket' and window control buttons. Below the title bar, there is a section titled 'By Ticket No.' with a dropdown arrow. Under this section, there is a label 'Ticket No:' followed by a text input field. Below the input field, there are five expandable options: 'By Building, Location & Asset', 'By Type, Category & Subcategory', 'By Status & Priority', 'By Title & Description', and 'By Requestor & Technician'. At the bottom right of the dialog box, there are two buttons: 'Find' and 'Cancel'. The 'Find' button is circled in red, and an arrow points from it to the 'Find Ticket' button in the previous image.

## 4b) Add a Comment

To access information about a ticket or add a comment, click the “**Subject**” of a ticket. You will see a **pop-up window** with a brief synopsis of the request.

My Tickets

Filter Tickets Withdraw Ticket(s) Print Ticket(s)

| <input type="checkbox"/> | Ticket No. | Subject             | Date Requested | Technician | Status |
|--------------------------|------------|---------------------|----------------|------------|--------|
| <input type="checkbox"/> | 767        | Voice Mail Problems |                |            |        |
| <input type="checkbox"/> | 759        | Printer Problems    |                |            |        |

**Voice Mail Problems**

I forgot my password.

Building: Troy High School  
Location: Room 1002  
Ticket Type: TRHS Technology  
Category: TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)  
Subcategory: Telephone/Phone Line Issues (Adds/Moves/Changes - Must Include Your Current Extension)

Edit Comments History

To add a comment to a ticket, click “**Comments**”

My Tickets

Filter Tickets Withdraw Ticket(s) Print Ticket(s)

| <input type="checkbox"/> | Ticket No. | Subject             | Date Requested | Technician | Status |
|--------------------------|------------|---------------------|----------------|------------|--------|
| <input type="checkbox"/> | 767        | Voice Mail Problems |                |            |        |
| <input type="checkbox"/> | 759        | Printer Problems    |                |            |        |

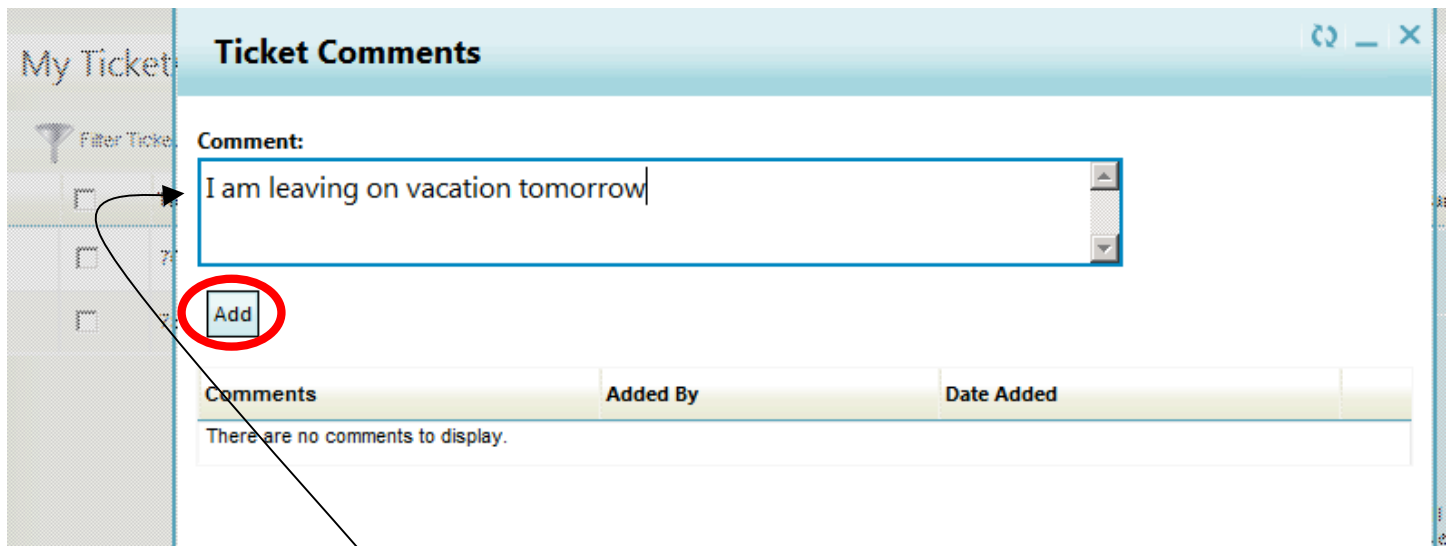
**Voice Mail Problems**

I forgot my password.

Building: Troy High School  
Location: Room 1002  
Ticket Type: TRHS Technology  
Category: TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)  
Subcategory: Telephone/Phone Line Issues (Adds/Moves/Changes - Must Include Your Current Extension)

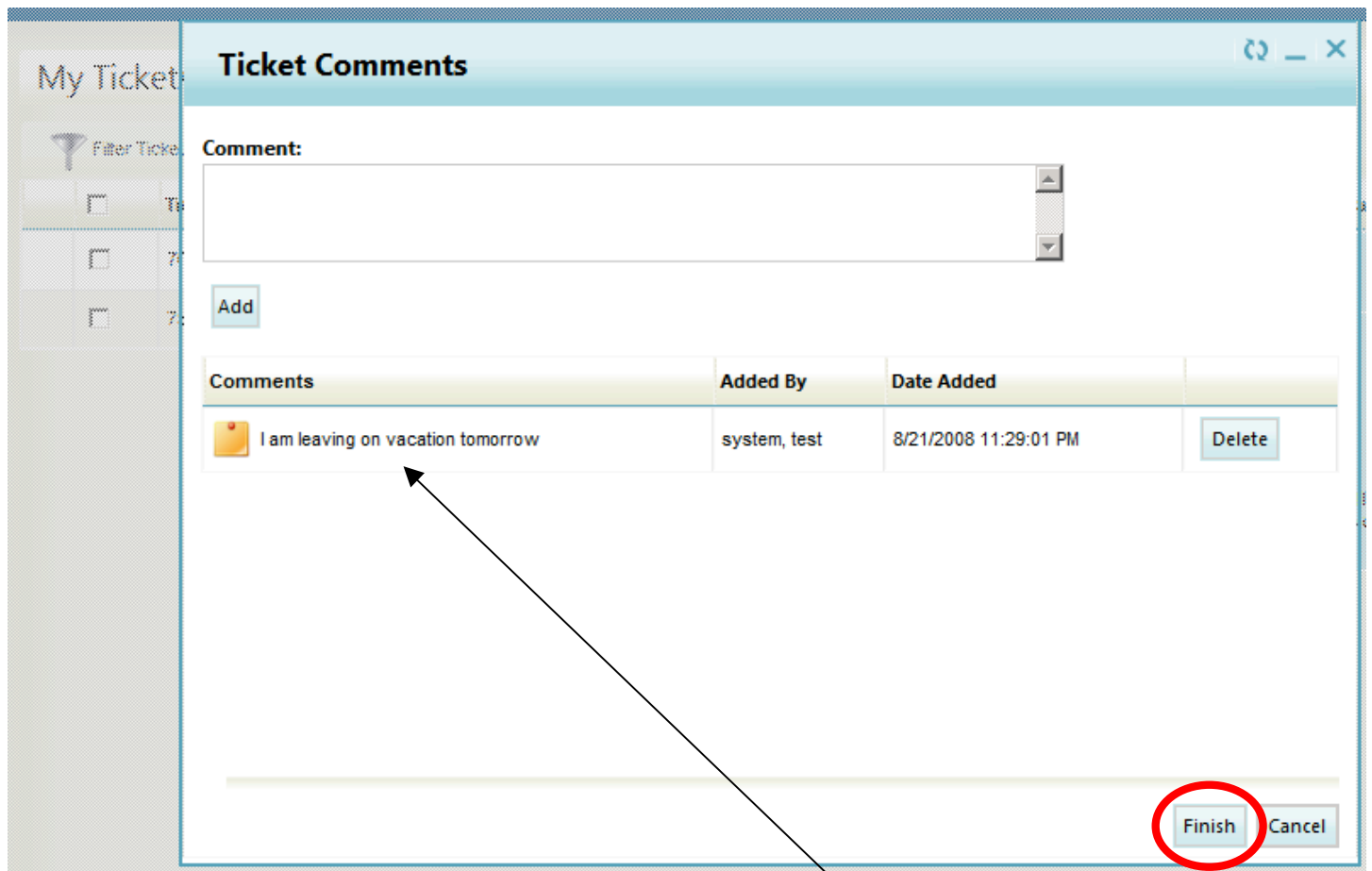
Edit **Comments** History

The ticket comment dialog box will open:



The screenshot shows the 'Ticket Comments' dialog box. On the left, a sidebar titled 'My Tickets' contains a 'Filter Tickets' section with three checkboxes. An arrow points from the second checkbox to the 'Add' button in the main dialog. The 'Add' button is circled in red. The main dialog has a title bar with a refresh icon, a minus icon, and a close icon. Below the title bar is a 'Comment:' label and a text input field containing the text 'I am leaving on vacation tomorrow'. Below the input field is the 'Add' button. At the bottom of the dialog is a table with three columns: 'Comments', 'Added By', and 'Date Added'. The table currently contains the text 'There are no comments to display.'

Enter your comment in the “**Comments:**” box. \*\*\* You must click the “**Add**” button to save the comment. \*\*\*





The screenshot shows the 'Ticket Comments' dialog box after the comment has been added. The 'Comment:' text input field is now empty. Below it is the 'Add' button. The table at the bottom now contains one row with the following data: 'Comments' is 'I am leaving on vacation tomorrow', 'Added By' is 'system, test', and 'Date Added' is '8/21/2008 11:29:01 PM'. There is a 'Delete' button next to the comment. At the bottom right of the dialog, the 'Finish' button is circled in red, and the 'Cancel' button is next to it. An arrow points from the 'Finish' button back to the 'Add' button in the previous screenshot.



After clicking the add button your comment will be added to the “**Comments**” list. Be sure to click “**Finish**” when you are through adding comments.

## 4c) View Ticket History

To view more information about the ticket click “**History**”, this will display all the activity for the selected ticket.

My Tickets

Filter Tickets  Withdraw Ticket(s)  Print Ticket(s)

| <input type="checkbox"/> | Ticket No. | Subject   | Date Requested | Technician | Status |
|--------------------------|------------|---|----------------|------------|--------|
| <input type="checkbox"/> | 767        |  Voice Mail Problems |                |            |        |
| <input type="checkbox"/> | 759        |  Printer Problems    |                |            |        |

Edit Comments **History**

**Voice Mail Problems**

I forgot my password.

**Building:** Troy High School  
**Location:** Room 1002  
**Ticket Type:** TRHS Technology  
**Category:** TR2 Phone Issues (Phone/Fax/Voice Mail/Cell Phone/...)  
**Subcategory:** Telephone/Phone Line Issues (Adds/Moves/Changes - Must Include Your Current Extension)

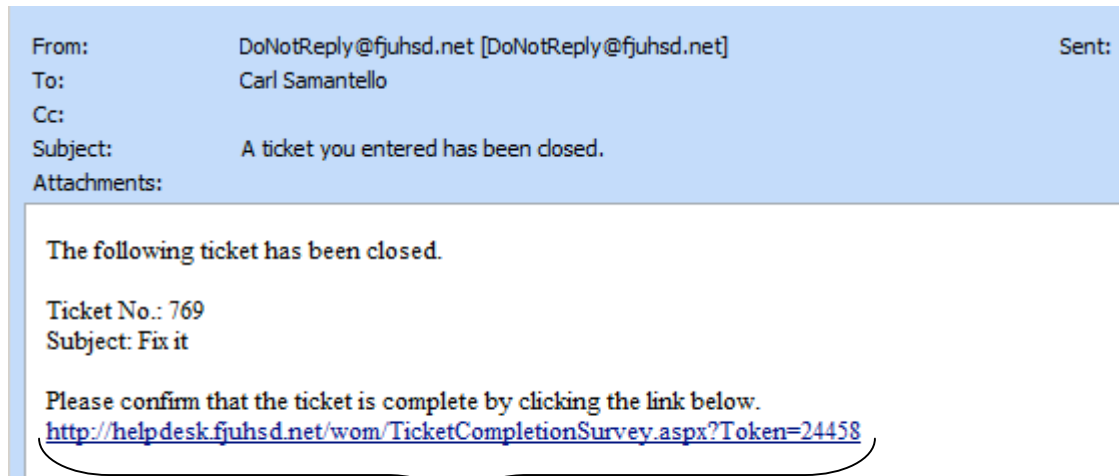
The “**Ticket History**” dialog box will open:

| Ticket History |                       |                               |  |
|----------------|-----------------------|-------------------------------|--|
|                | Date                  | Summary                       | Details                                    |
|                | 8/1/2012 11:01:43 AM  | Ticket Created                | The ticket was created by Michael Stanton. |
|                | 8/1/2012 11:01:43 AM  | Ticket Assigned to Queue      | The ticket was assigned to Phone Tickets.  |
|                | 8/13/2012 12:15:04 PM | Ticket Assigned to Technician | The ticket was assigned to Vivian Giang.   |
|                | 8/20/2012 3:47:40 PM  | Ticket Assigned to Technician | The ticket was assigned to Alan Mao.       |

Close

## E. Closing Tickets

Only technicians have the ability to close tickets, although staff members can **Cancel/Withdraw** their own tickets. When your service request ticket is completed, the service staff member closes it by adding a summary comment detailing the resolution of the service request. Once this process has taken place you will receive an email notification.



The e-mail notice contains a **hyperlink** to confirm the completion of the ticket. Submitting a “**No, the ticket is not complete**” response will reopen the ticket and send it back to the assigned service staff member.

Assist Users Settings My Account

My Workspace Administration

Work Areas

+ New Ticket Find Ticket

My Tickets  
Service Tickets  
Approval Queue  
Assignment Calendar  
Reports

Ticket Completion Survey

Ticket

Fix it  
fix it

Please confirm that ticket number 769 is complete:

☒ Yes, the ticket is complete.  
☐ No, the ticket is not complete.

Submit

\*\*\* Remember to click “**Submit**” after you select your response.\*\*\*

## **F. E-mail Notifications**

The person who submits a ticket, the service staff member assigned to respond to a ticket, and the service staff member's supervisor will receive email notification of all activity associated with that ticket, including the following activities:

- When the ticket is assigned to a technician
- When the status of the ticket changes (e.g. placed on hold or marked as urgent)
- When a comment is added to the ticket
- When a ticket is canceled.
- When a ticket is closed.

You may wish to create a rule for your e-mail inbox to manage these e-mail notifications. For more information on setting up e-mail inbox rules please submit a service request ticket.