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.

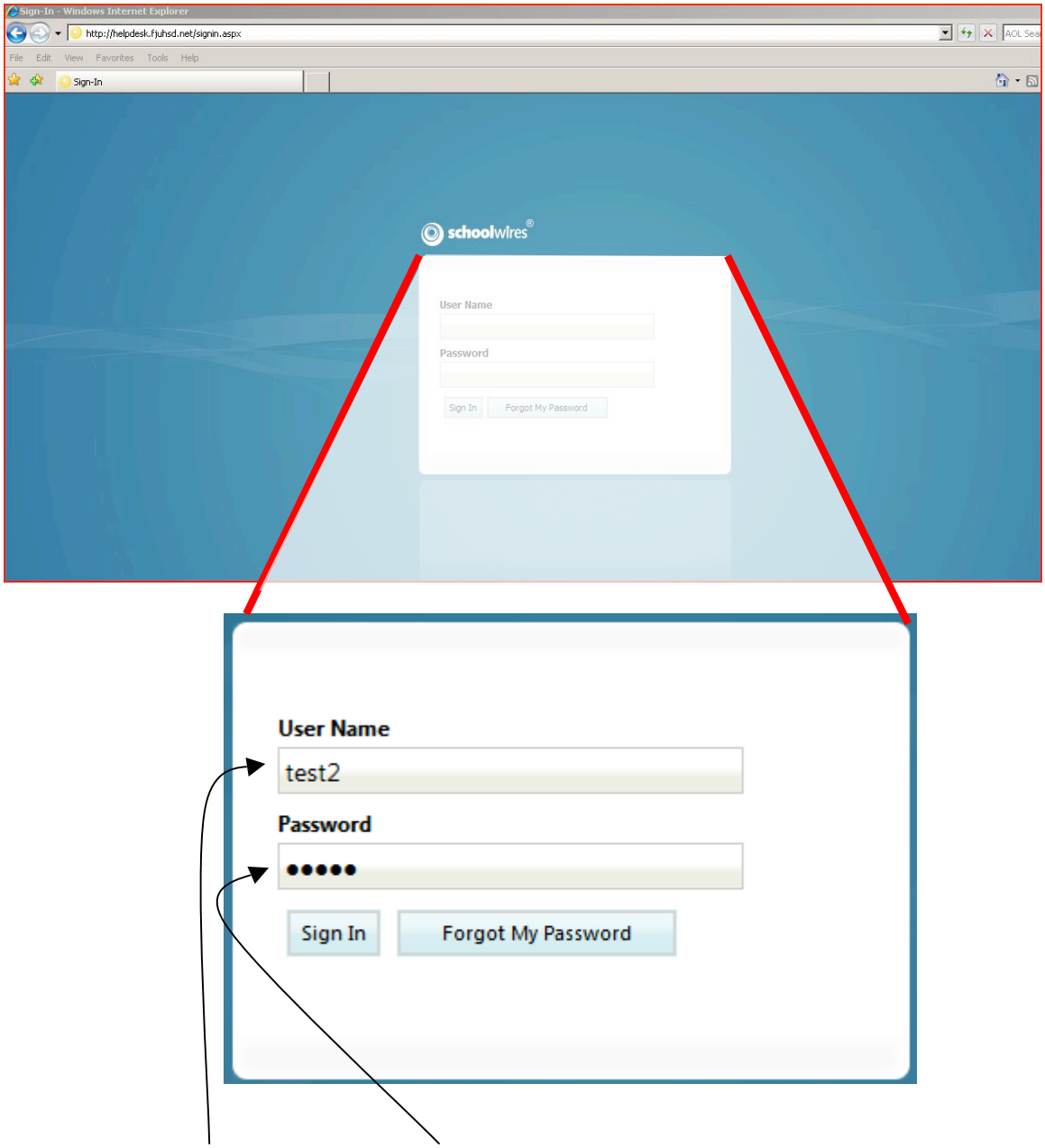
This user guide is a step-by-step guide that covers the basic functions of the Assist service request system. For more information, please contact your local site technician or assistant principle of instruction and operations.

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

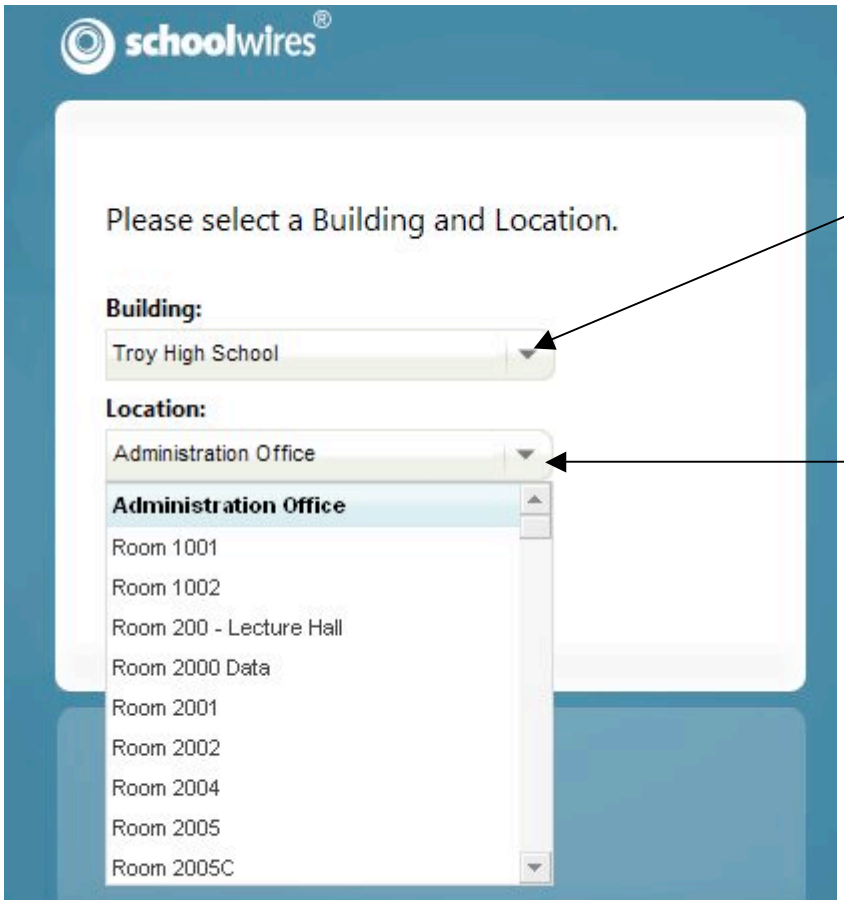
Open a web browser. On the URL line type https://helpdesk.fjuhsd.net, the following screen will appear:



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.

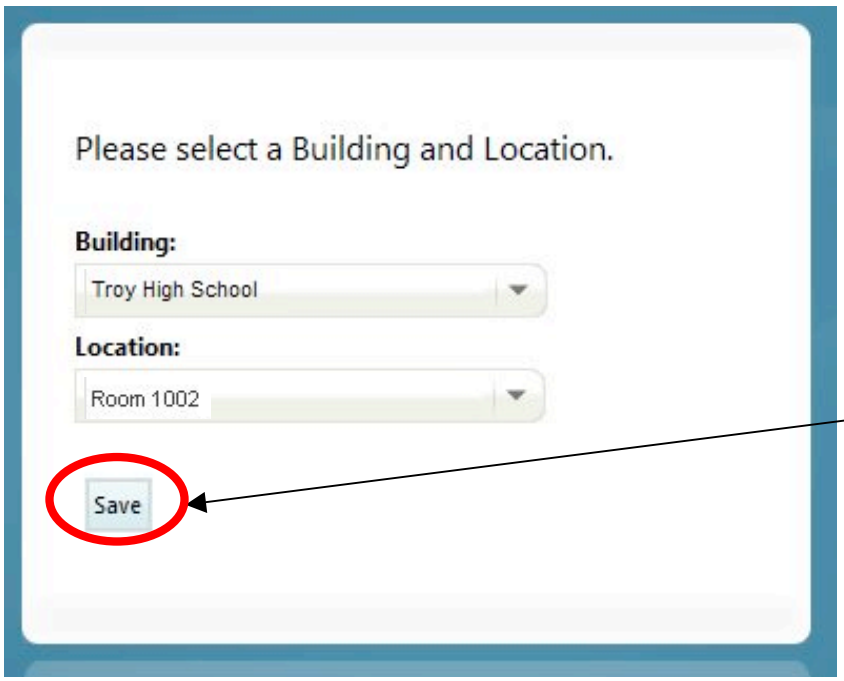
1a) The First Time

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.



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.



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

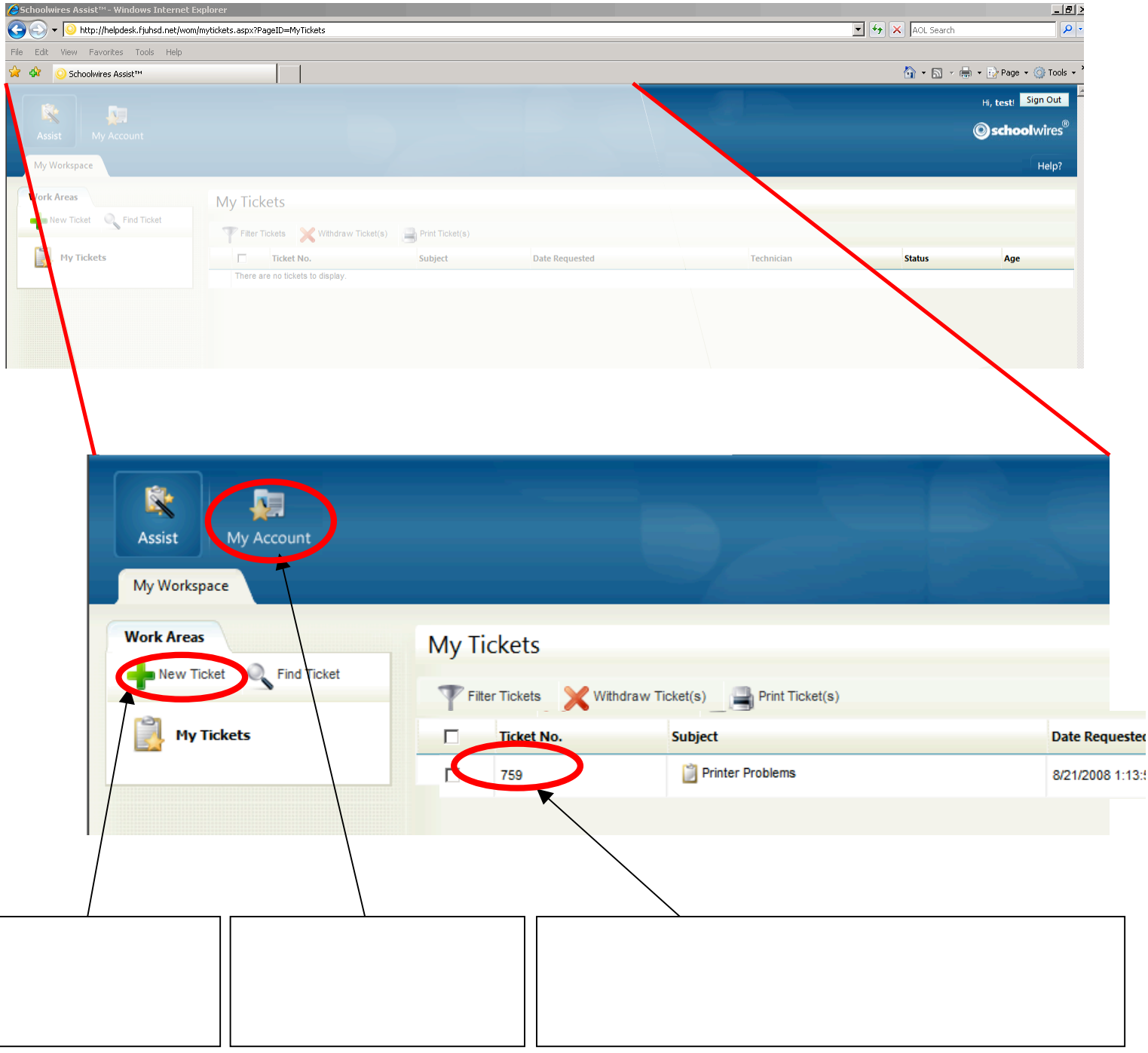
:k "**New Ticket**" submit a new ‘ice request.

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.

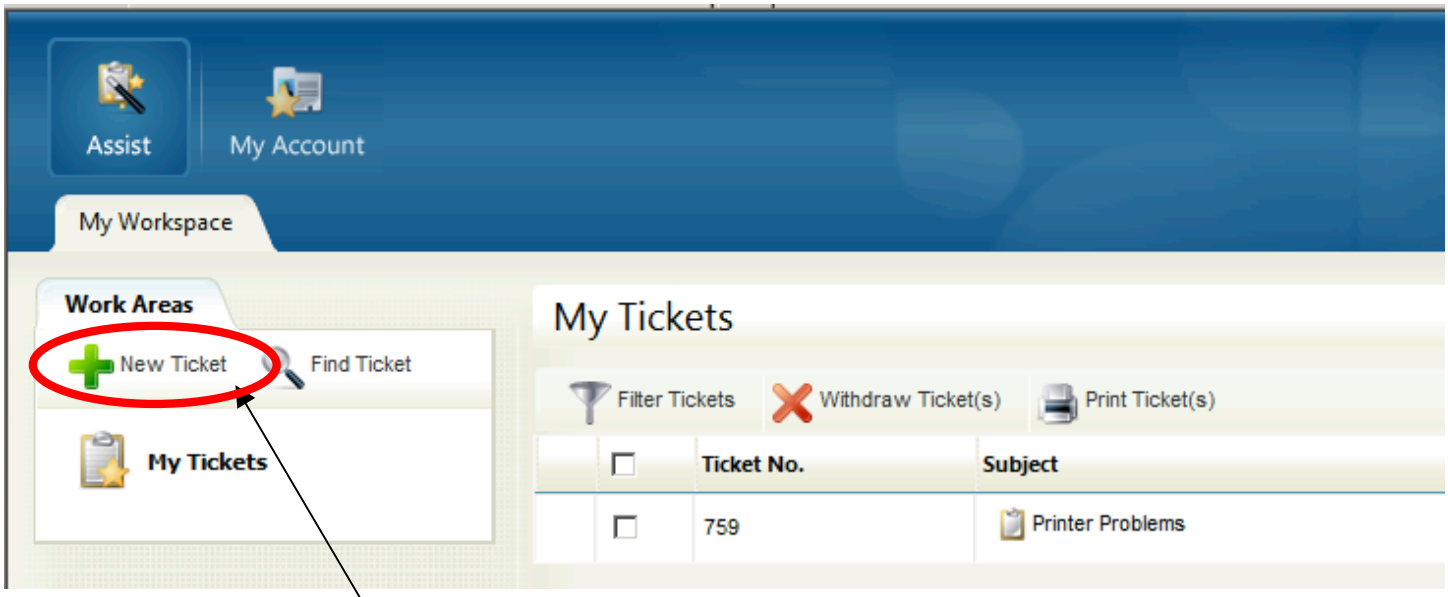
2. My Interface

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

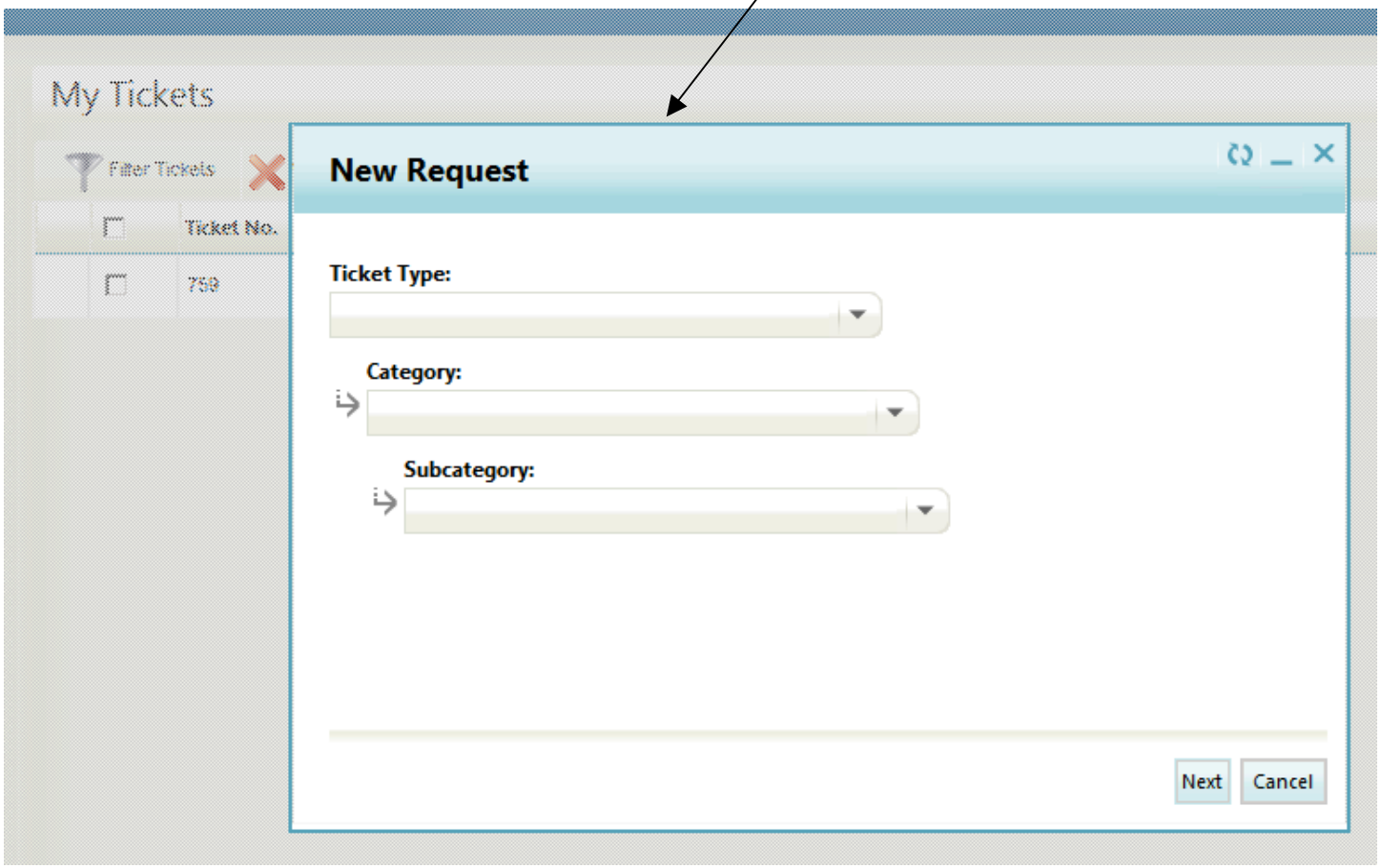


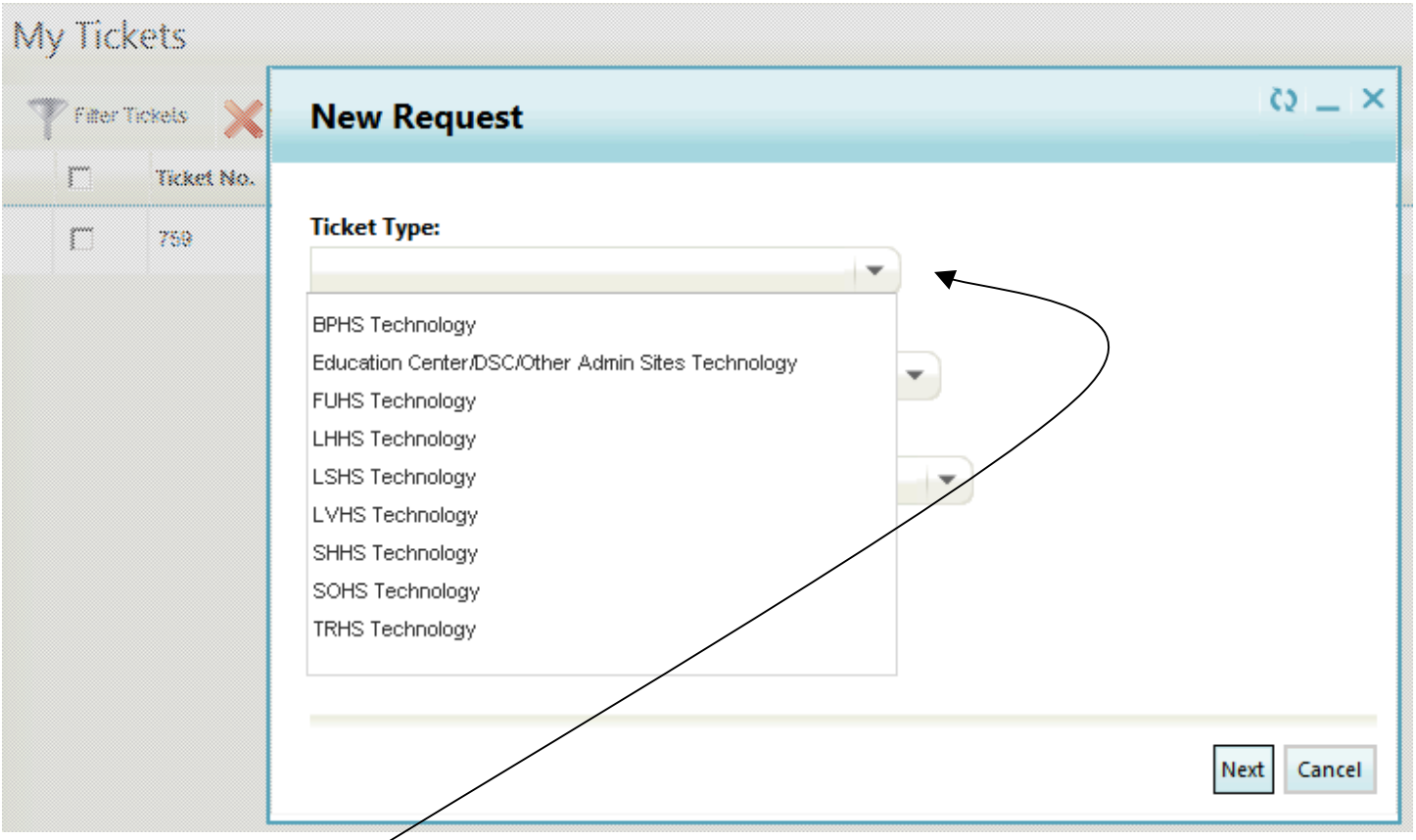
3. Creating a Ticket

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

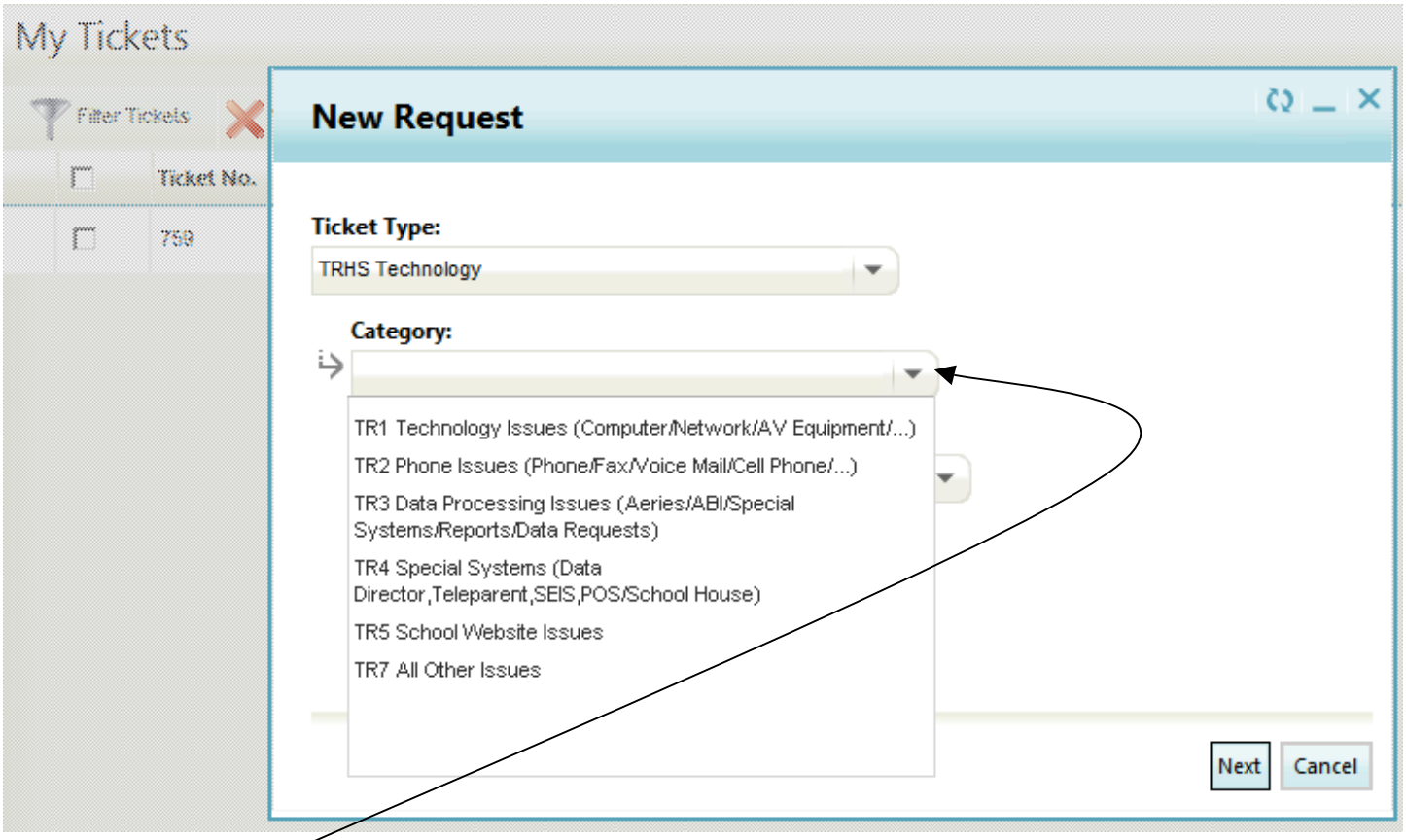


1. Click on "**New Ticket**" to begin the process. The "**New Request**" dialog box will open.



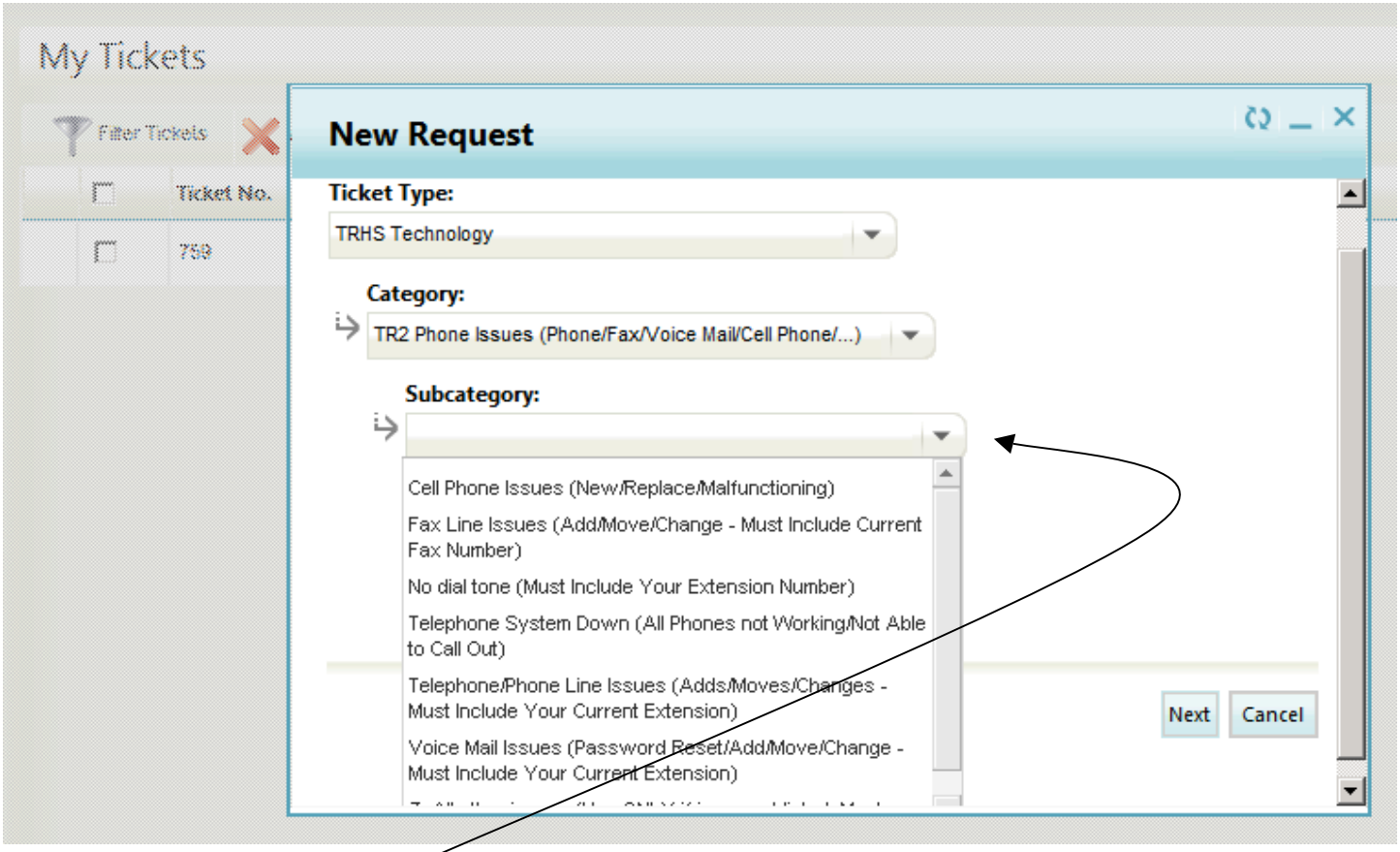


2. Select "**Ticket Type"** from the drop down menu. Select the ticket type that best describes the location and type of service being requested. For example, if you are a teacher at Troy and you are experiencing problems with the telephone in your classroom, select TRHS Technology.

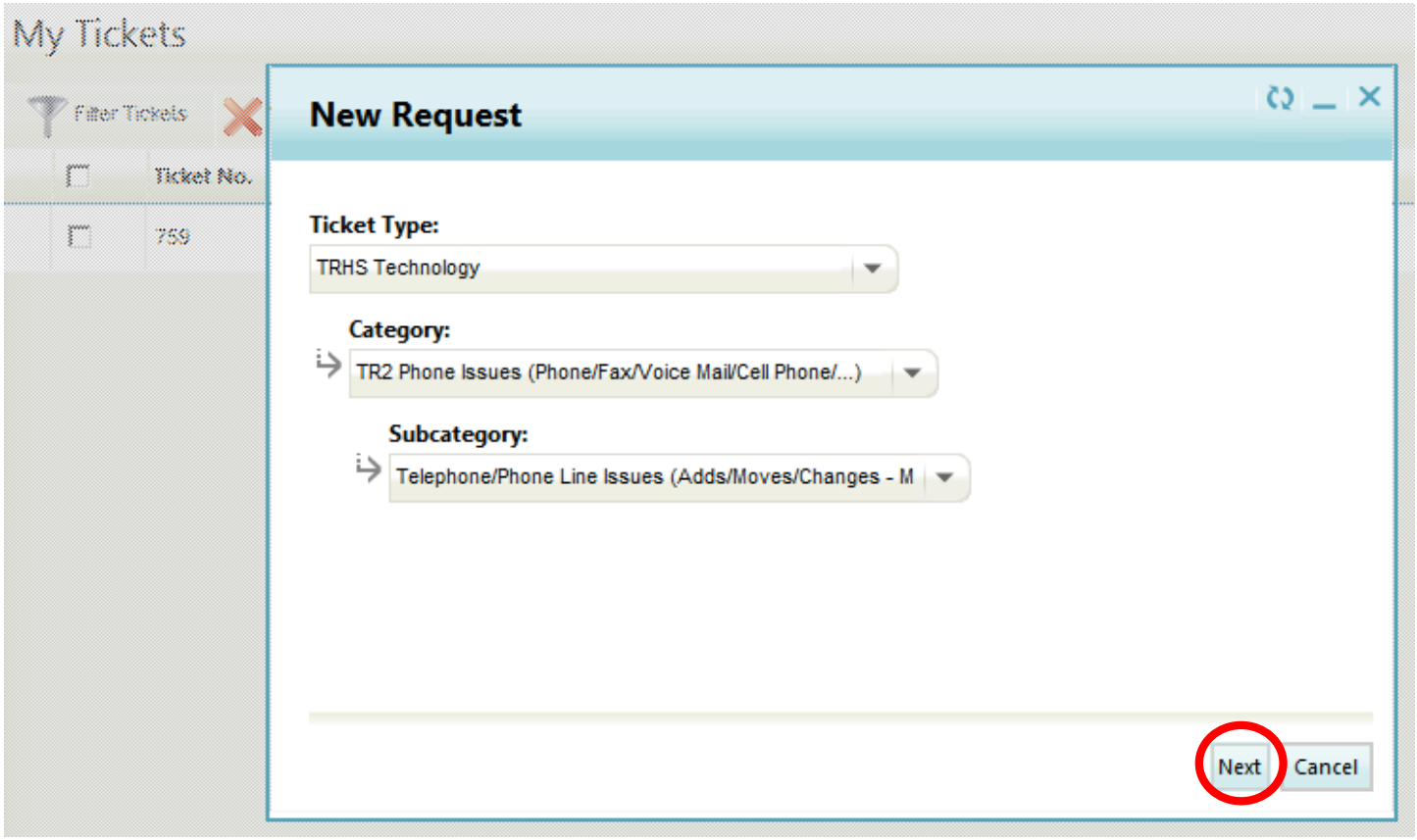


3. Select "**Category"** from the drop down menu. Each category is preceded by a three digit code that helps organize the list. Select the category that best describes the type of service you need.

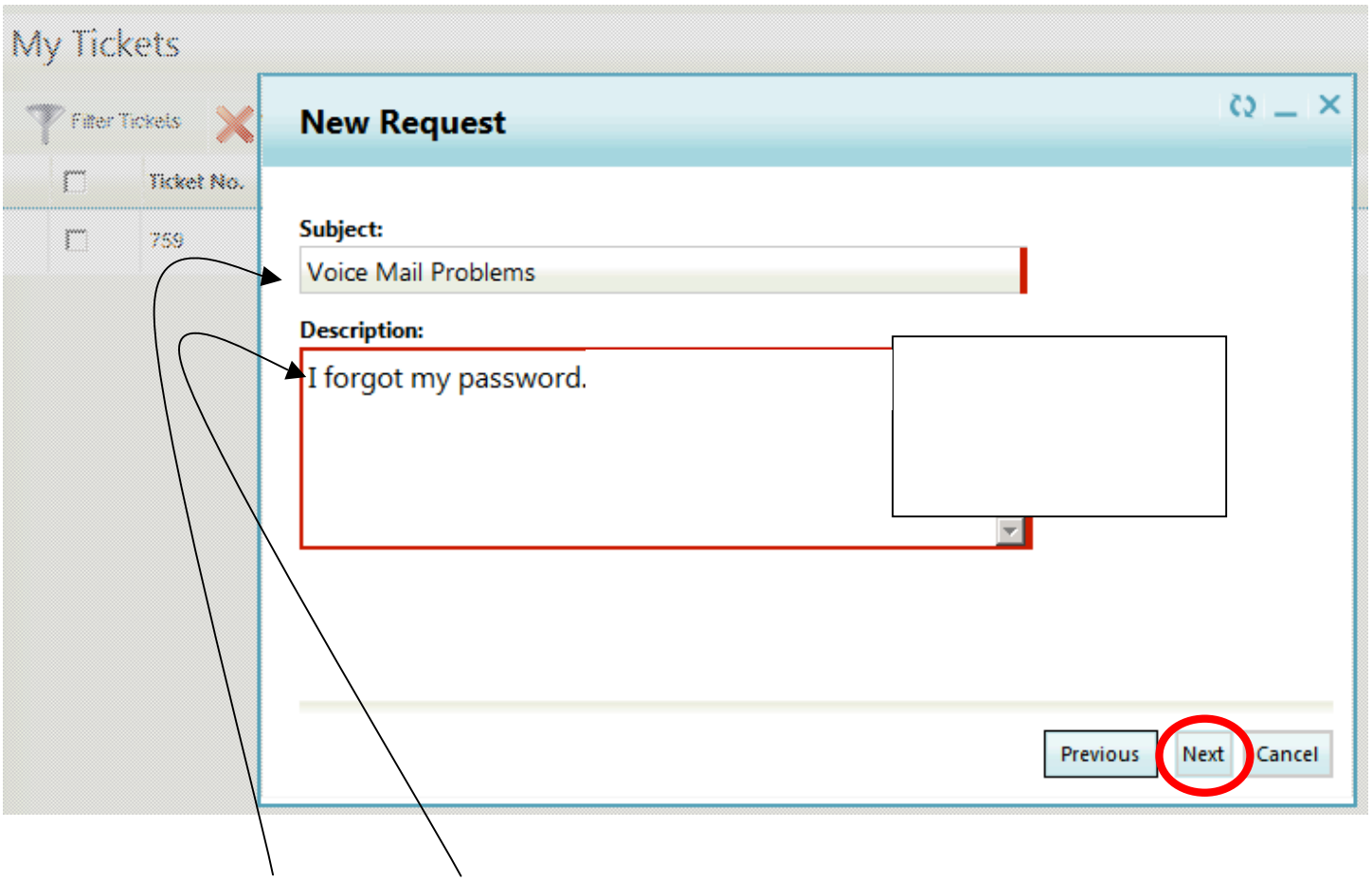
a. Technology Issues such as, computers hardware issues, printers, audio/video equipment, data network issues, e-mail issues, and software issues.
b. Phone Issues such as, telephone adds/moves/changes, fax issues, voice mail issues, and cell phone issues.
c. Data Processing Issues such as, Aeries or 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.



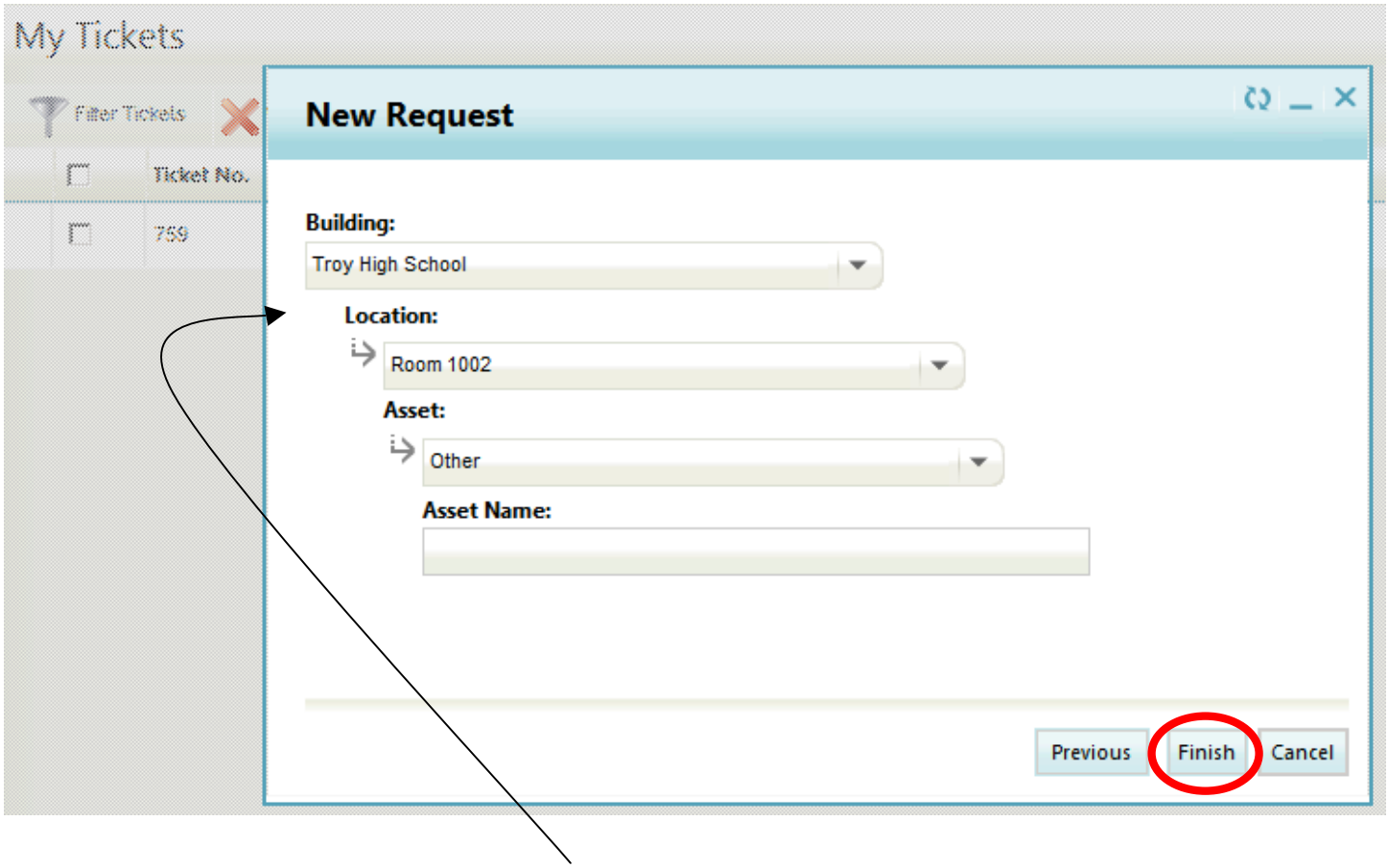
4. Select "**Subcategory"** from the drop down menu. Select the subcategory that best describes the type of service you need. ***(The items in your "Subcategory" may not be exactly as they appear here.)***



5. When you are finish with your selections Click "**Next**"

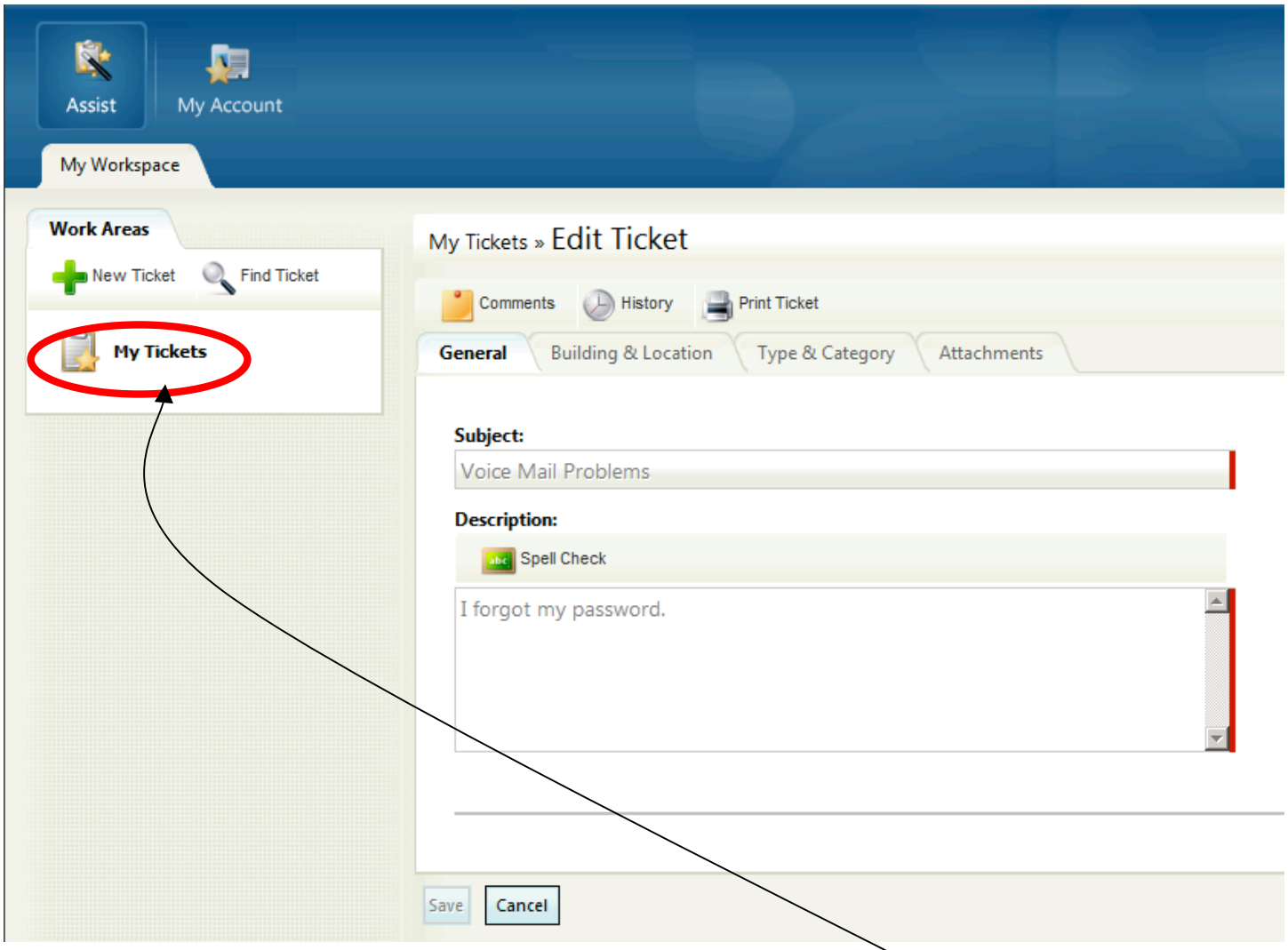


6. Enter a "**Subject**" and "**Description**" of the request, state as much detail as possible. When you have finished click "**Next**"

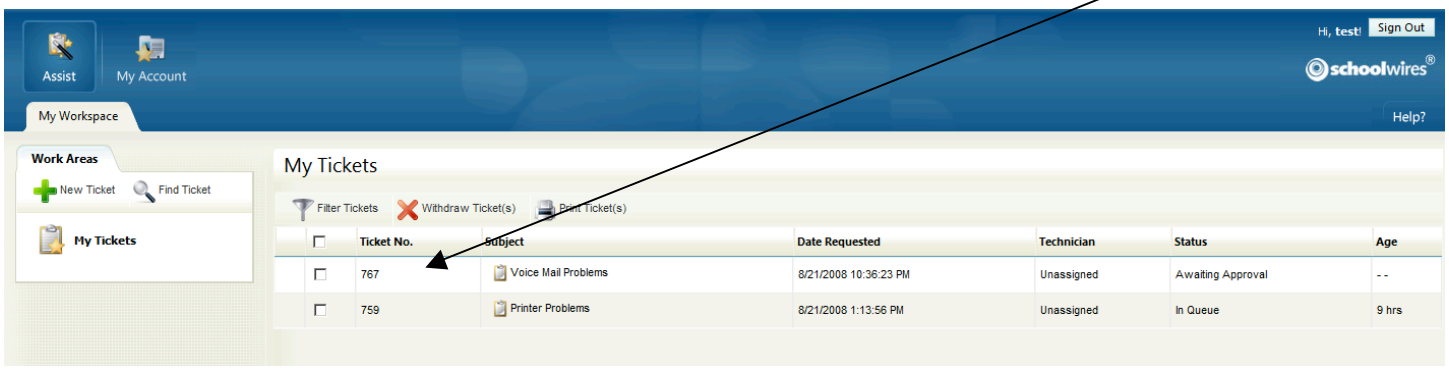


7. By default, the entries for "**Building:**" and "**Location:**" will be those of the person creating the ticket. You may change the location if the service request is for another room. Click "**Finish**

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.

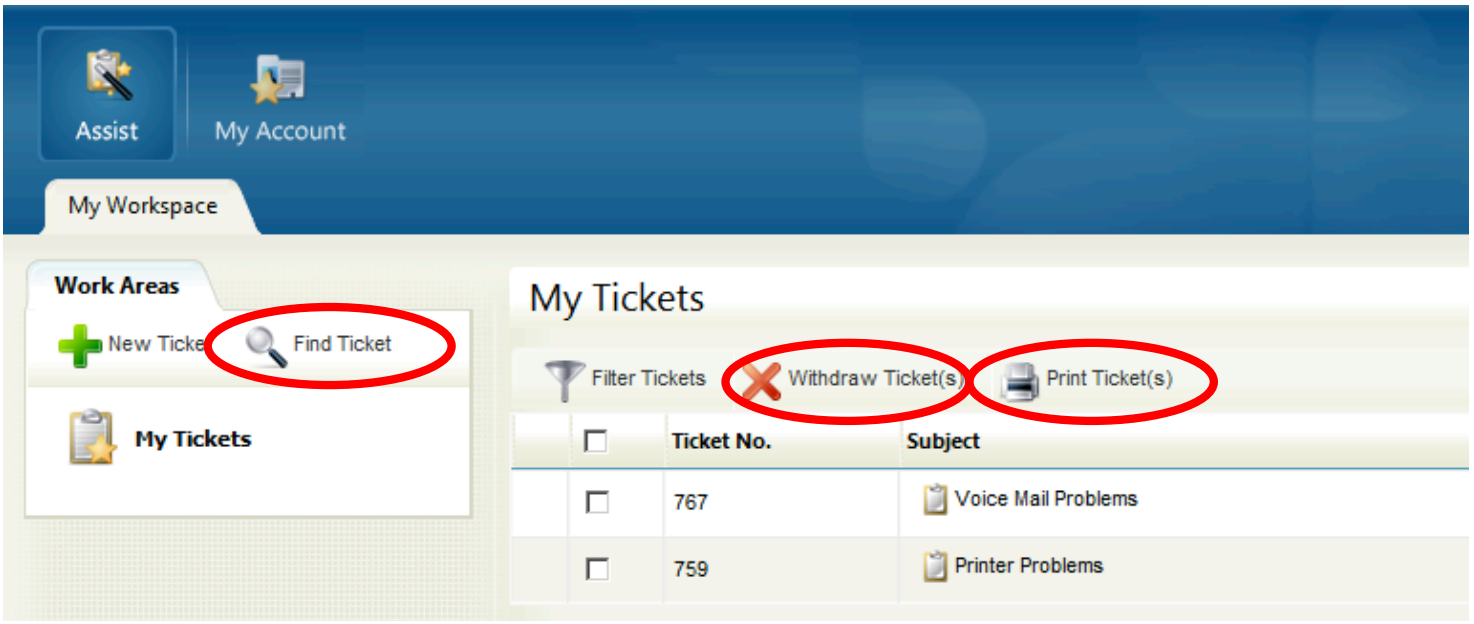


When you are finished with all your changes or if you do not have any changes click "**My Tickets**" and you will be brought back to the main interface page. A new service request ticket will appear in your "**My Tickets**" Queue.



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.

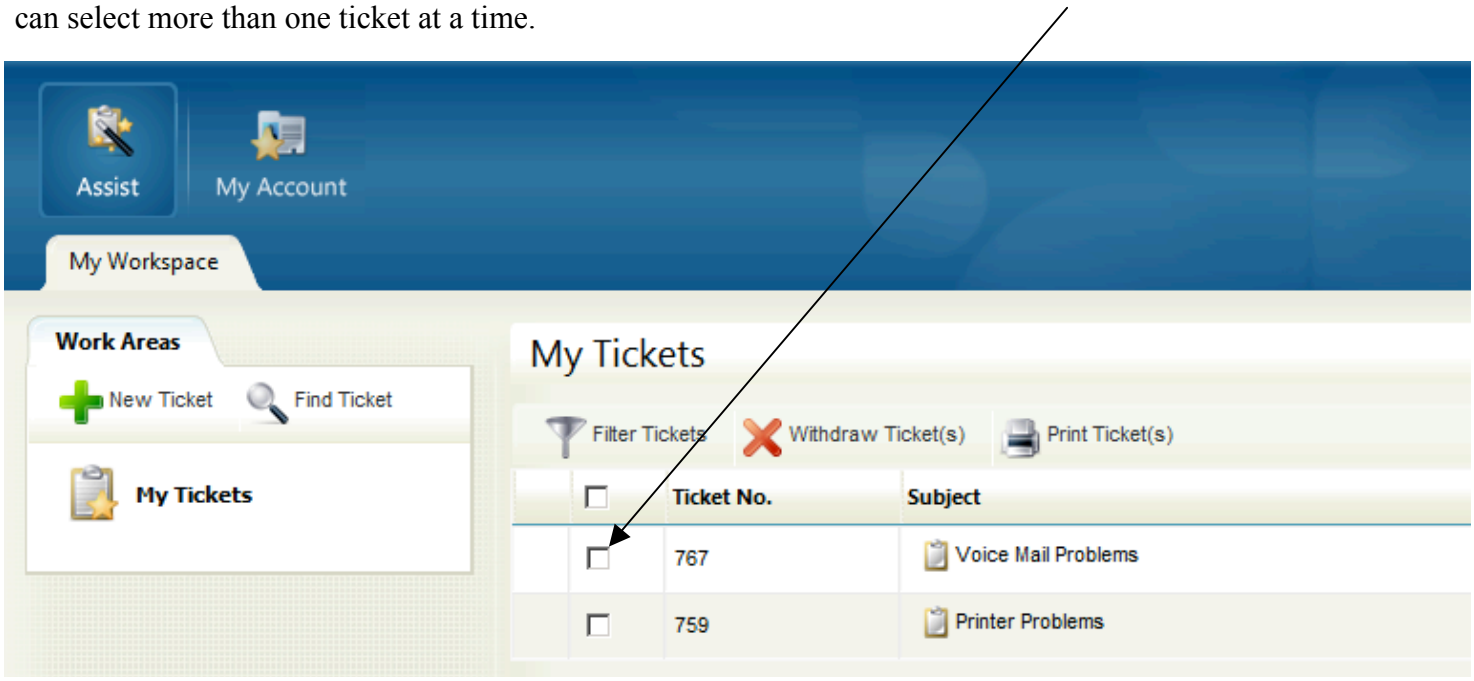


From this page you can:

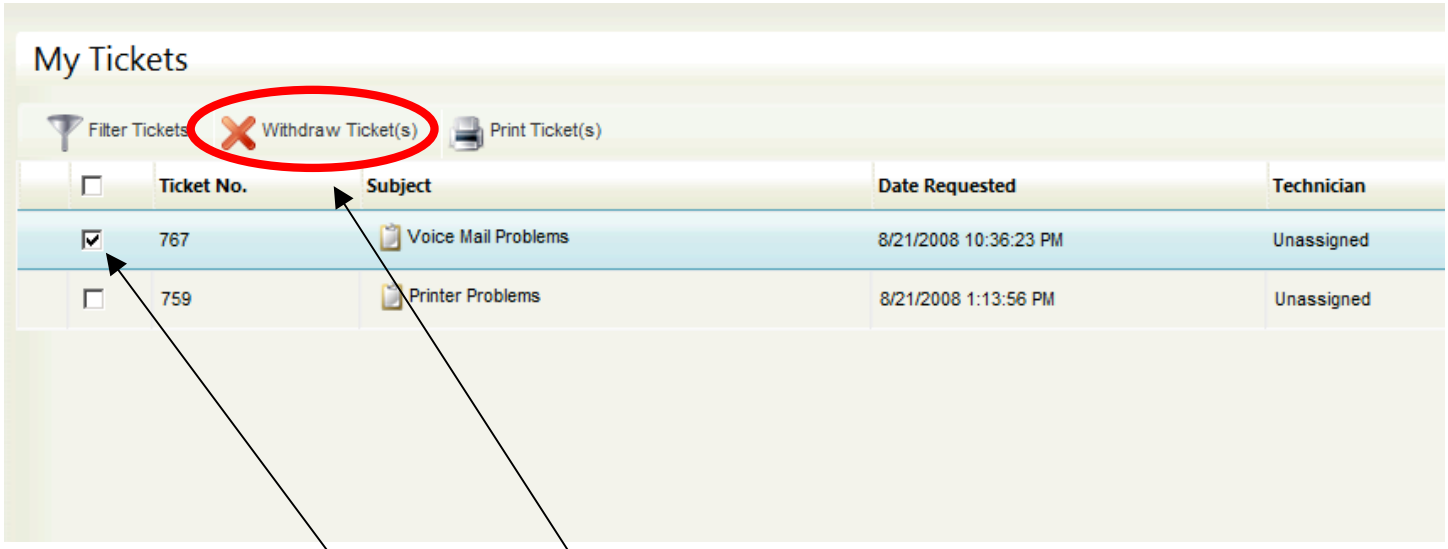
- Cancel a ticket (**Withdraw Ticket**)
- Print a hard copy of a ticket (**Print Ticket**)
- Search for a ticket (**Find Ticket**)

4a) Cancel, Print, or Find a Ticket

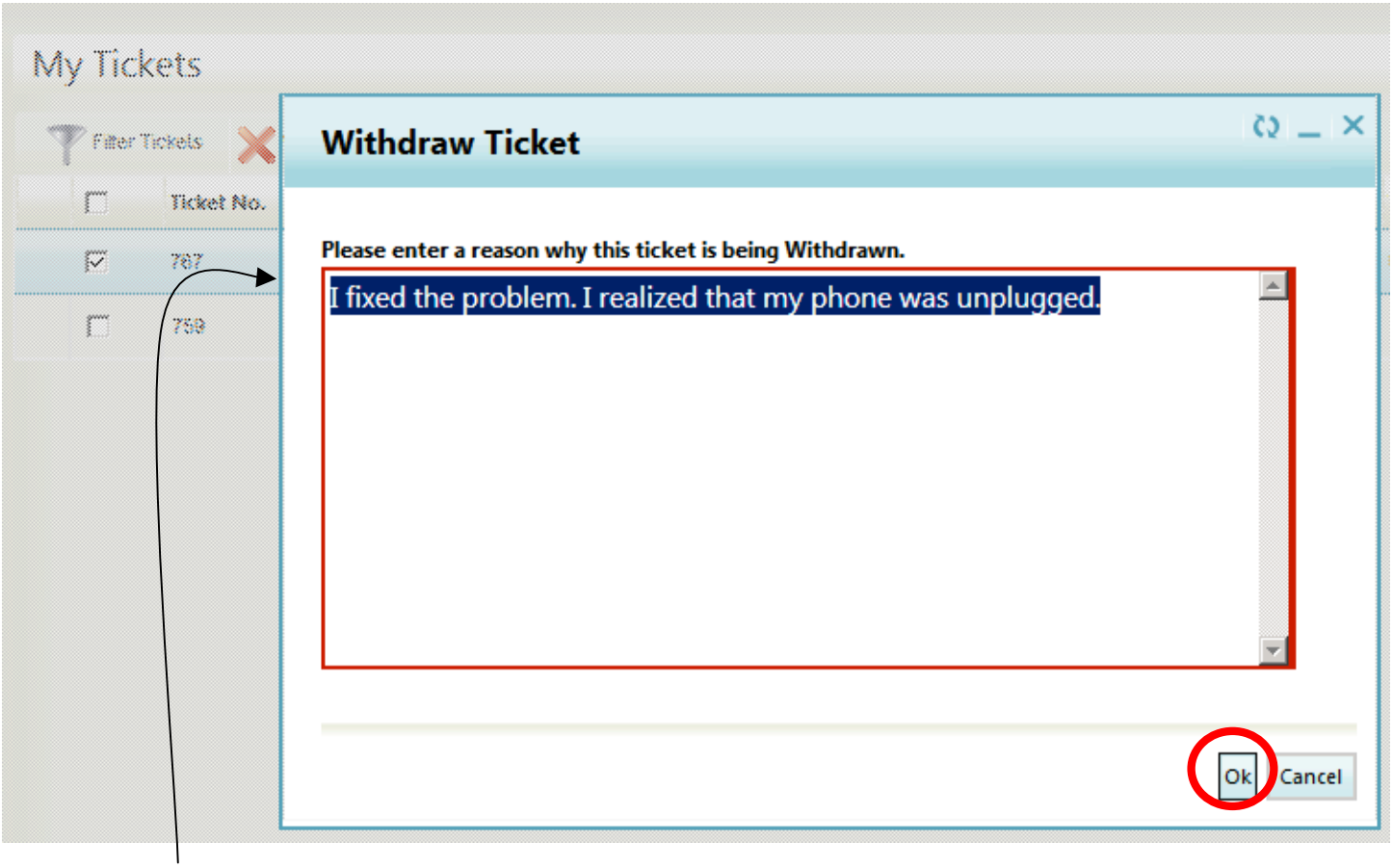
To cancel or print a ticket you must first select the ticket by clicking on the **check box** next to the ticket. You can select more than one ticket at a time.



To cancel a service request:

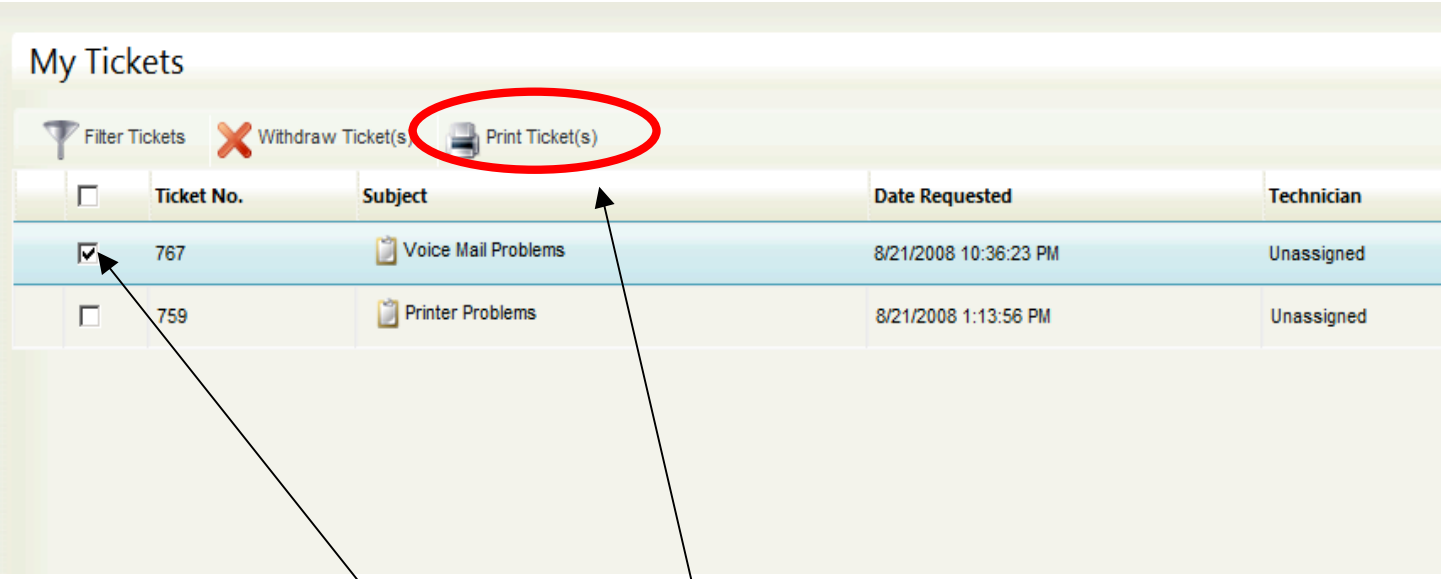


After selecting the ticket **check box,** click "**Withdraw Ticket(s)**" to cancel a service request.

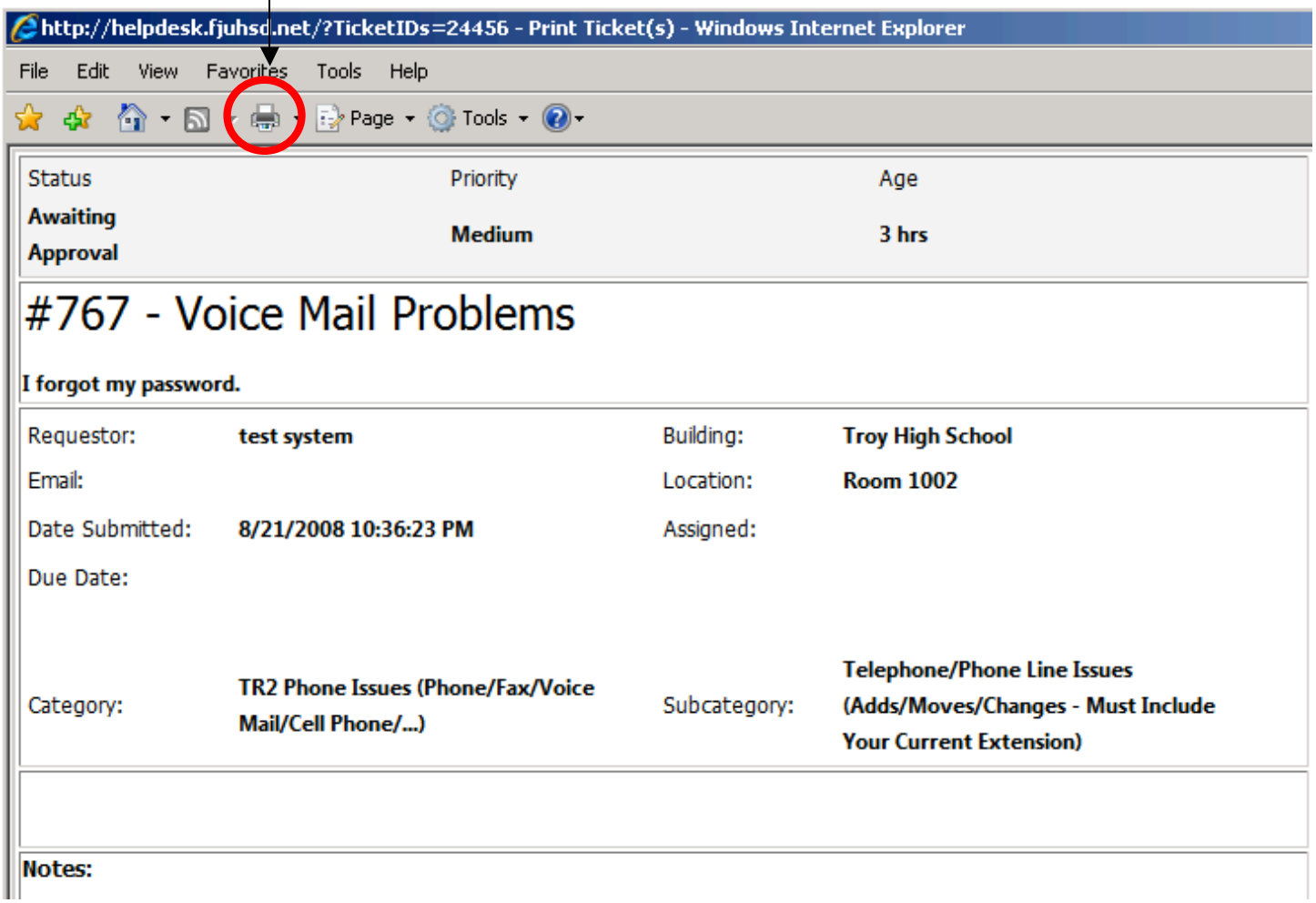


In the **comment box,** enter the reason for canceling the ticket, then click "**Ok**"

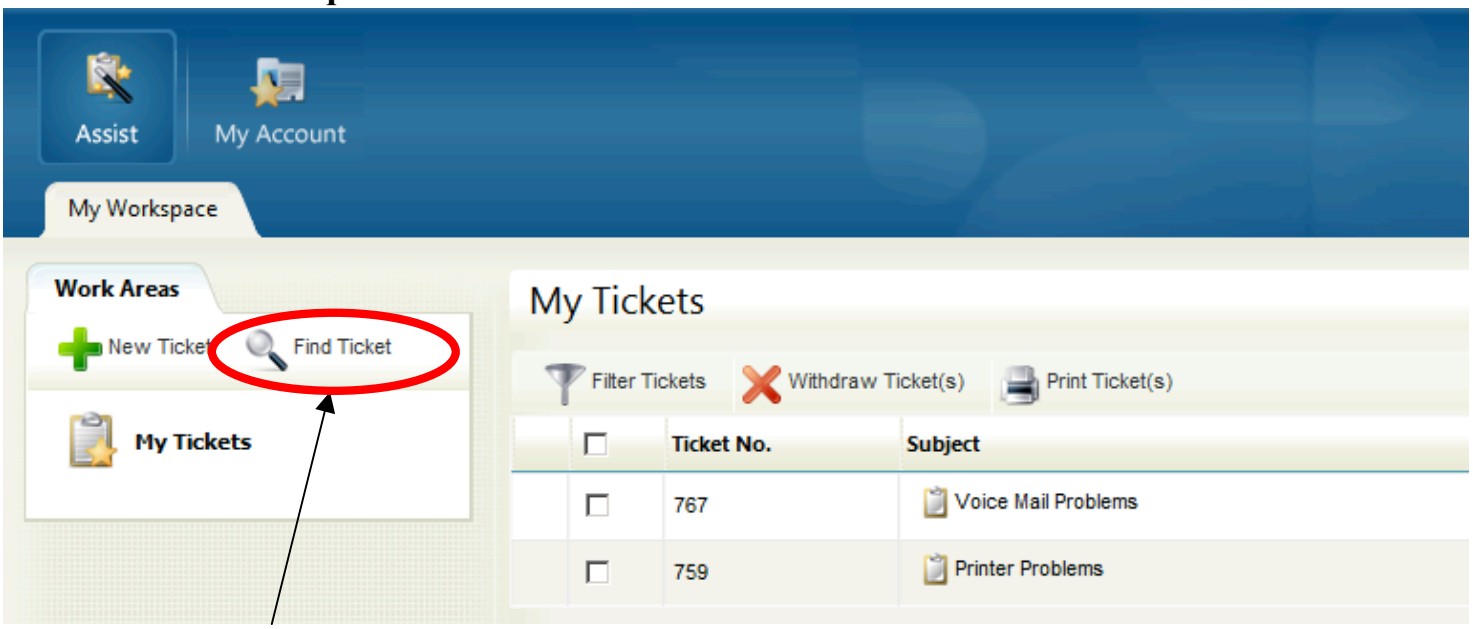
To print a hardcopy of a service request:



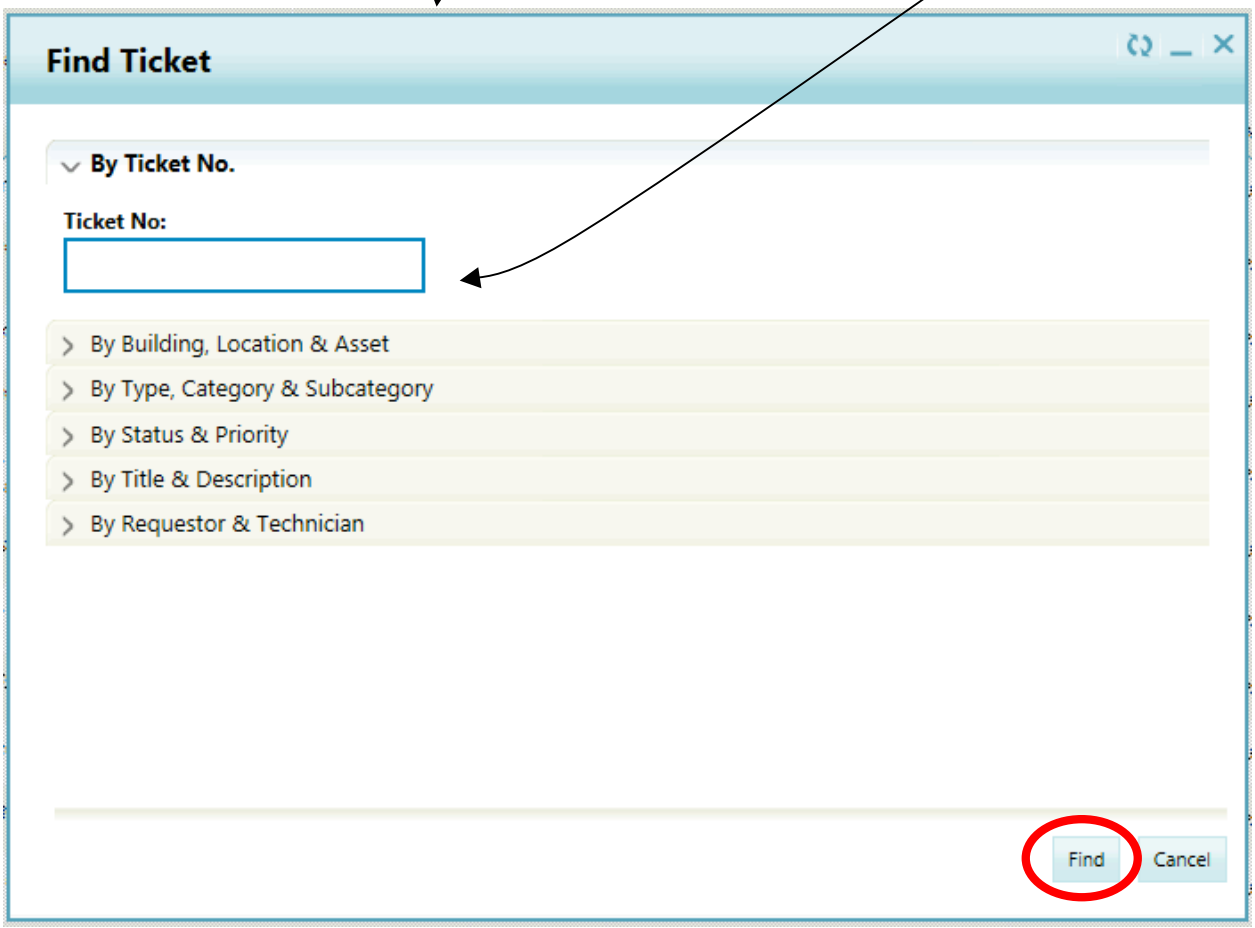
After selecting the ticket **check box,** click "**Print Ticket**". The selected ticket will be displayed on the screen in a printer friendly format. In order to print the ticket you need to select the "Print" option in the browser's "**File**" menu or click the **printer icon**.



To find a service request:

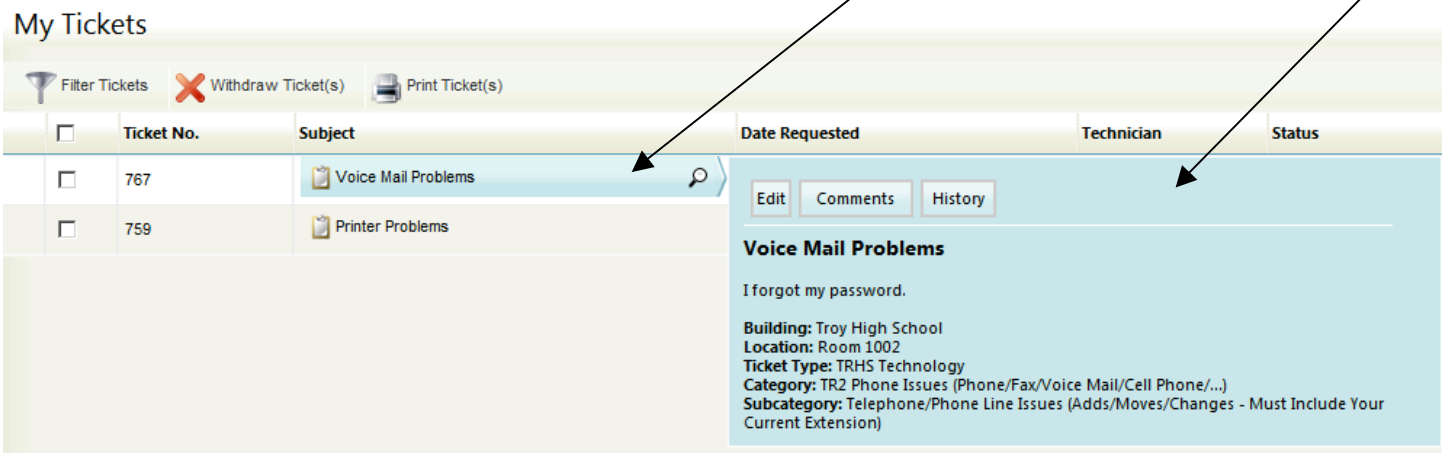


Click on **"Find Ticket"**, the **"Find Ticket"** dialog box will open. Enter the **ticket number** of the service request and click **"Find"**

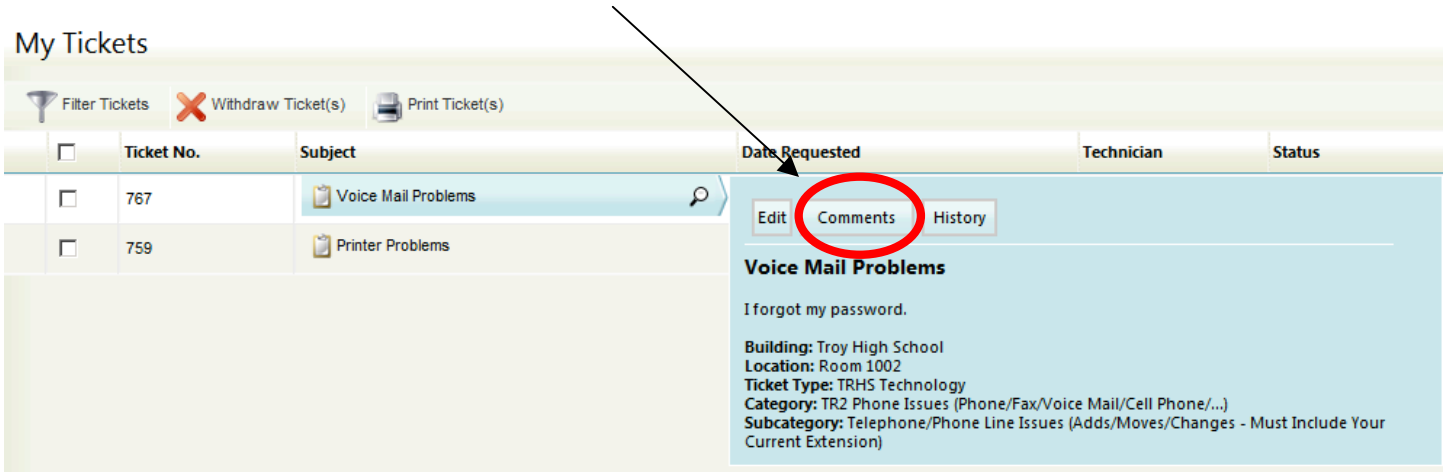


4b) Add a Comment

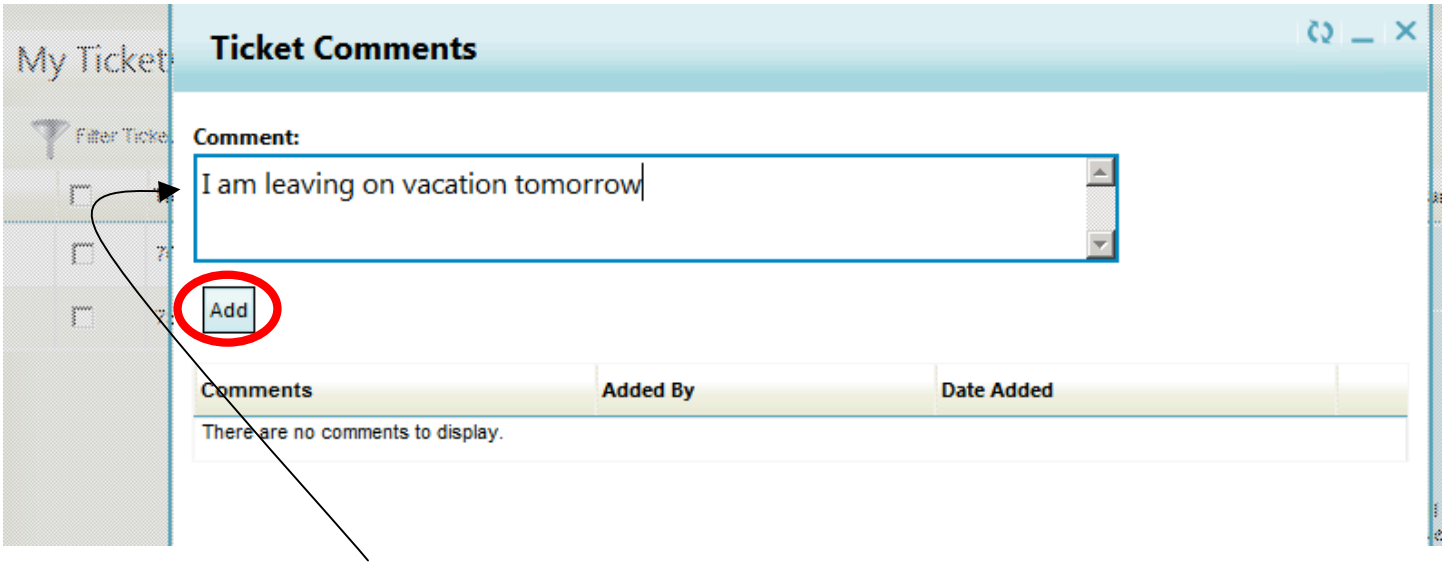
To access information about a ticket or add a comment, click the "**Subject**" of a ticket. You will see a **pop-up window** with a brief synopsis of the request.



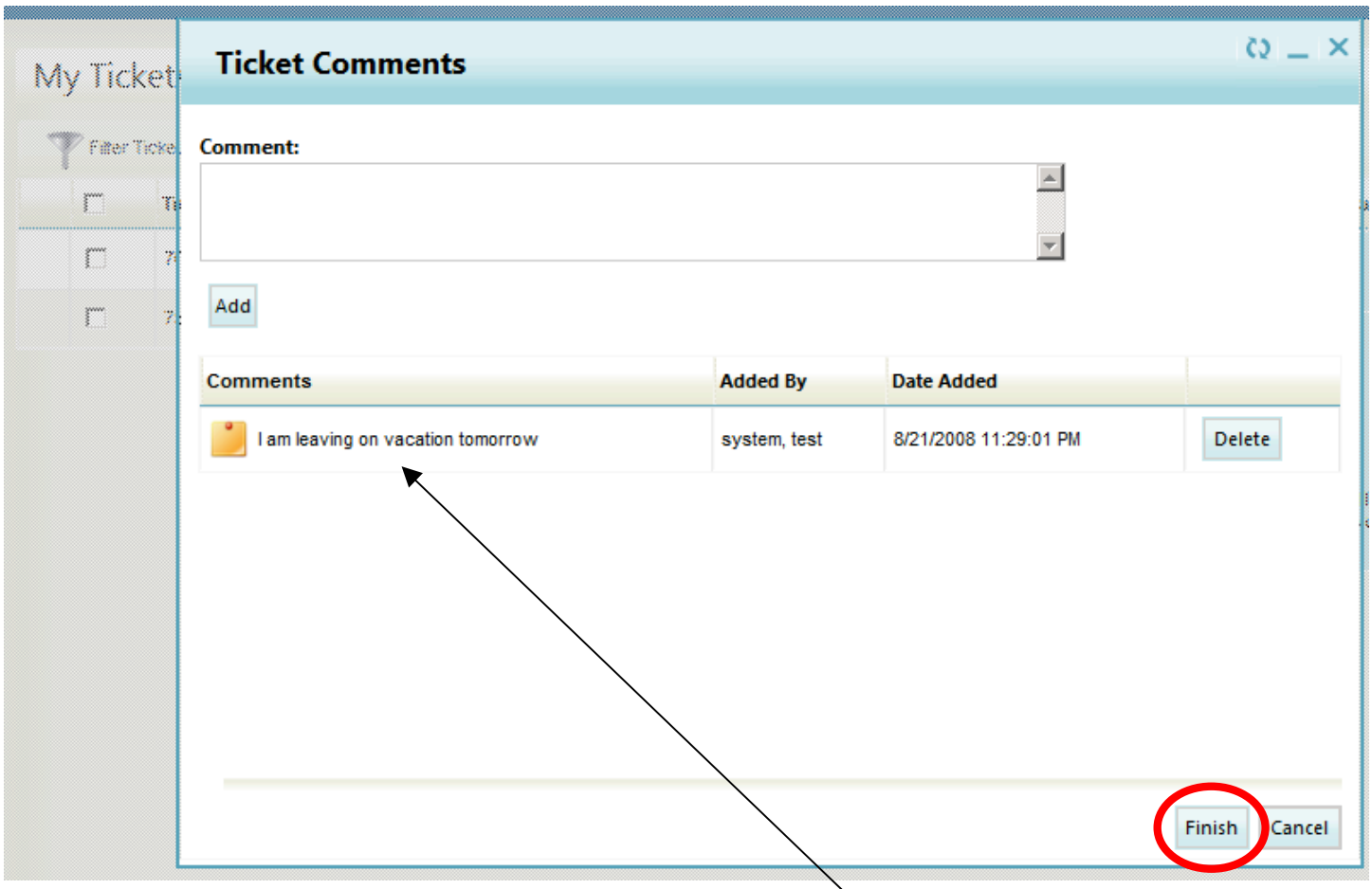
To add a comment to a ticket, click "**Comments**"



The ticket comment dialog box will open:



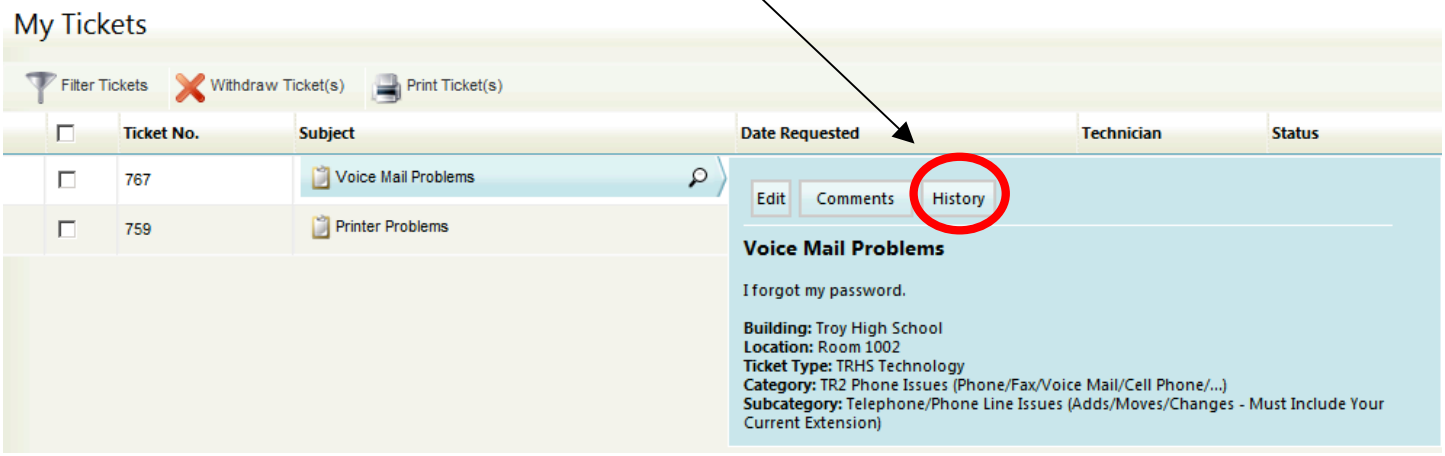
Enter your comment in the "**Comments:**" box. *** You must click the "**Add**" button to save the comment. ***



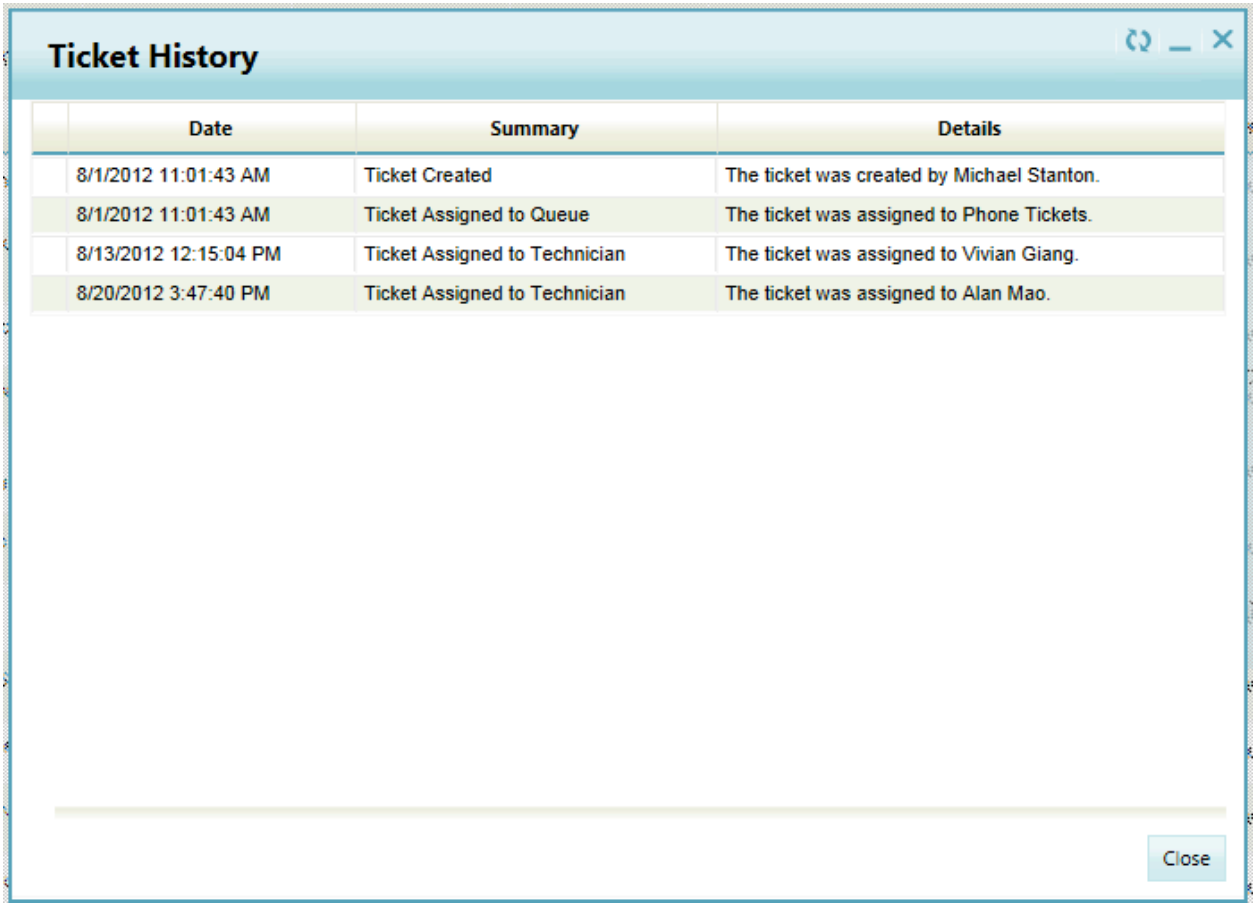
After clicking the add button your comment will be added to the "**Comments"** list. Be sure to click **"Finish"** when you are through adding comments.

4c) View Ticket History

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



The **"Ticket History"** dialog box will open:



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.

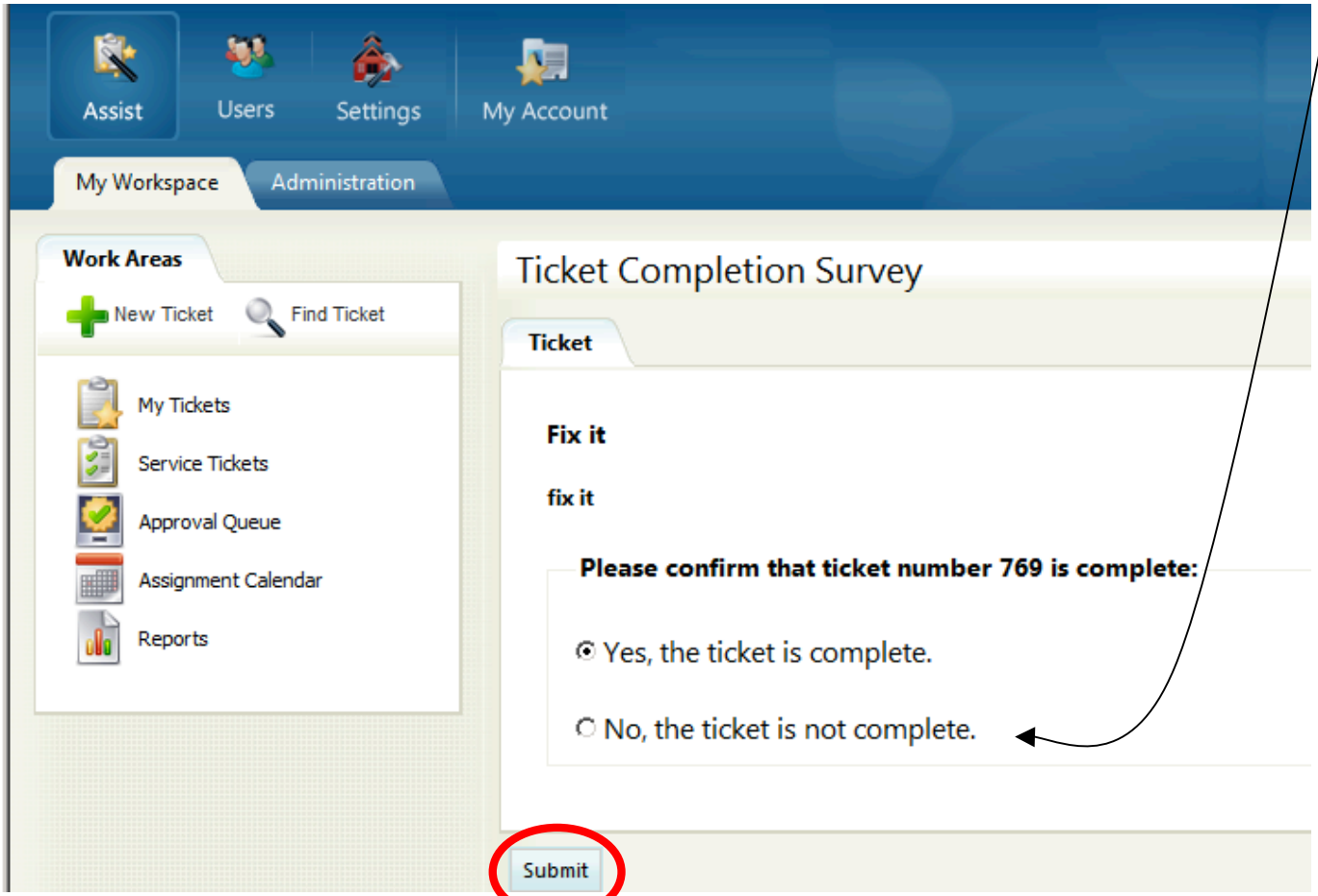
From: DoNotReply@fjuhsd.net [DoNotReply@fjuhsd.net] Sent:
To: Carl Samantello
Cc:
Subject: A ticket you entered has been closed.
Attachments:

The following ticket has been closed.

Ticket No.: 769
Subject: Fix it

Please confirm that the ticket is complete by clicking the link below.
http://helpdesk.fjuhsd.net/wom/TicketCompletionSurvey.aspx?Token=24458

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.



*** 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.