

Helpdesk Ticketing System

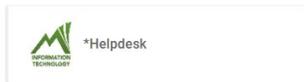
HELPDESK

Log in

You can login to Helpdesk using:

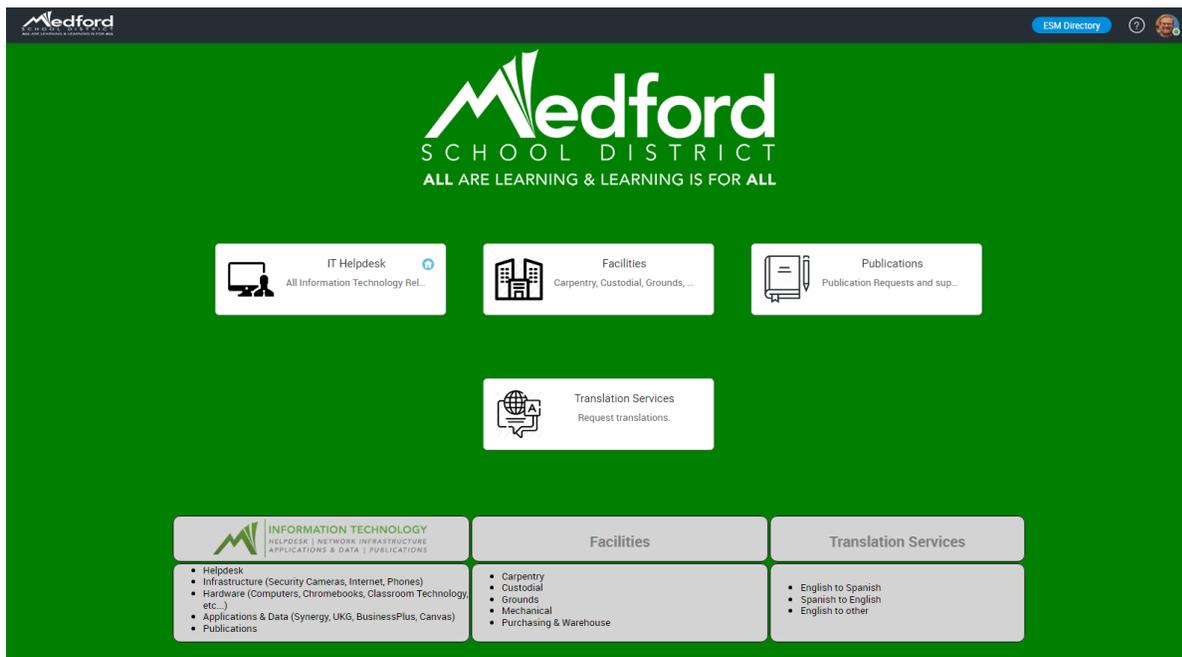
MSD Website → Staff → MSD Work Order Systems

OR



Use the HelloID dashboard and click on *Helpdesk. You will be auto-logged on with your network credentials.

When you first log on to Helpdesk you will see the Home screen. Make your selection between IT Helpdesk, Facilities or Translation Services. For the remainder of these instructions, we will use IT Helpdesk for examples. However, each area will work the same way.



Click on IT Helpdesk. Here you can find the following:

I want to try to fix it myself

- Use Solutions to find answers to common issues

I have something that is not working or need to ask a question

- Use for things that are broken or have an issue
- Use if you just need to ask a question of IT
- Use if you can't find an answer in a solution or if you can't find an appropriate Service

I need something new, changed or replaced

- Use if you need to request something you don't already have (new phone, laptop, etc)
- Use if you have something but you need it replaced or changed

My Request Summary – see pages 2 & 3 for more information

- Pending requests – all open tickets
- Awaiting Approval requests – used for future Publication requests

Services

- Use a service if to request software access, new hardware, QR codes, Publications Requests, etc.

Announcements

- Active Announcements – service outages or other important information will be posted here when relevant

Popular Solutions – see page 4 for more information

- Lists solutions to commonly asked problems
- You can also search for solutions from here

Live Chat – see page 8 for more information

IT Helpdesk Home Requests Solutions Quick Access

To best assist you, please make a selection below:

- I want to try and fix it myself [View Solutions](#)
- I have something that is not working or need to ask a question [Report Issue or Ask Question](#)
- I need something new, changed or replaced [Request a Service](#)

My Request Summary

Need Clarification: 0

Pending: 0

Awaiting Approval: 0

Awaiting Updates: 0

Popular Solutions | [More](#)

Search Solution

Services

Search templates

Access

- Email requests, setup, generic email accounts • File or data requests, backup & restores •

Hardware

- New, replacements, moves, and surplus • Hardware accessories (wireless)

Incidents • Others

Search templates

IT Problems & Requests

Generic form used for IT related problems and requests.

Expanded IT Incident

Used by the Elementary Media Technicians

[Live Chat](#)

Requests

When you click on the Requests tab you will see a list of tickets. You can filter which tickets are listed by choosing from the drop-down list of options. Two of the most common filters are:

- **My Pending Requests** – all tickets with a status of Open, On hold, and Waiting for response...
- **All My Requests** – all tickets including closed tickets

IT Helpdesk Home Requests Solutions Quick Access

All My Requests New Search 1 - 4 of 4

ID	Search Filter	Requester	Assigned To	DueBy Date	Status	Created Date	Site	On behalf of
1663	My Open Requests	teachertest	Joe Allred	-	Closed	12/15/2022 08:43 AM	Abraham Lincoln Eleme...	-
1663	My Requests On Hold	teachertest	Joe Allred	-	Closed	01/05/2023 08:33 AM	Lone Pine Elementary	-
1712	My Pending Requests	teachertest	Joe Allred	-	Closed	03/28/2023 09:51 AM	Disabled	-
1712	My Completed Requests	teachertest	Joe Allred	-	Closed	03/28/2023 09:51 AM	Disabled	-
1723	My Closed Requests	teachertest	Joe Allred	-	Closed	04/20/2023 12:51 PM	Disabled	-
1723	All My Requests	teachertest	Joe Allred	-	Closed	04/20/2023 12:51 PM	Disabled	-
1723	My Overdue Requests	teachertest	Joe Allred	-	Closed	04/20/2023 12:51 PM	Disabled	-
1723	Waiting for you update	teachertest	Joe Allred	-	Closed	04/20/2023 12:51 PM	Disabled	-

The Ticket

When you click on a ticket in the list, that ticket will open.

There are many features within the ticket window. Here are some of the most common features:

1. TABS

Request tab – shows the initial request

Resolution tab – shows the technicians resolution to the problem

History tab – displays all actions that have occurred on the ticket

2. CONVERSATIONS

Requester Conversations – displays all of the conversations that have taken place on this ticket

NOTE: click on the envelope icon  to open the conversation, allowing for replies.

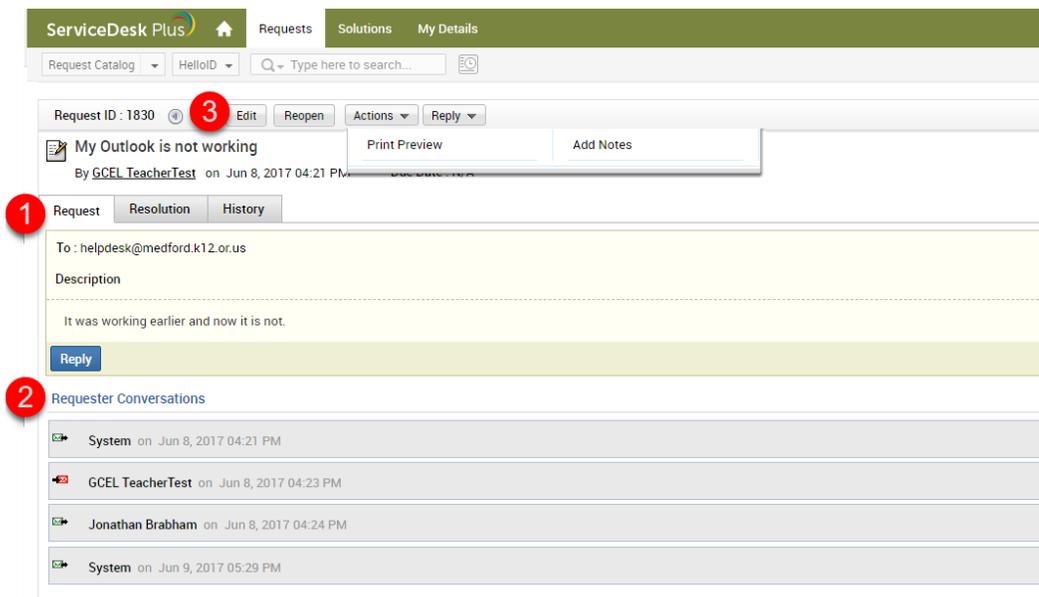
3. BUTTONS

Edit button – allows editing of the ticket information

Reopen button – reopens a closed ticket

Actions button – allows Print Preview and Add Notes

Reply button – opens a reply window to the initial request

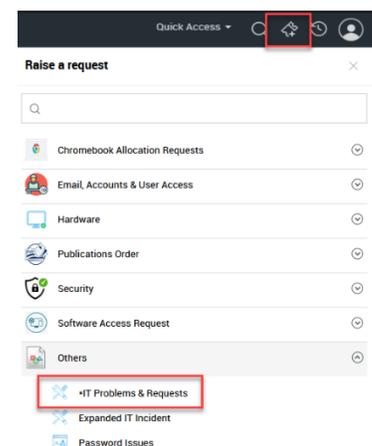


Submit a Request

Click the ticket icon at the top-right and select the appropriate template.

Publications Order

***IT Problems & Request** – submit all technology related issue tickets here



This is an example of an IT Problems & Request ticket.

The screenshot shows the 'Add request' form in the IT Helpdesk system. The form is titled 'Add request' and has a 'Template' dropdown set to 'IT Problems & Requests'. The form is divided into several sections:

- Requester:** A dropdown menu with 'lpe1 teachertest' selected. Below it are 'On behalf of' and 'Asset(s)' dropdowns, all currently showing '--Select--'.
- Site Information:** A table with 'Site' set to 'Lone Pine Elementary'. To the right is an 'E-mail Id(s) To Notify' field with a placeholder 'Enter the email IDs' and a 'Note' field with the text 'Above field is for CC use only'.
- Request Classification:** A section with four dropdown menus: 'Category' (Not Specified), 'Subcategory' (Not Specified), 'Item' (Not Specified), and 'Priority' (Normal). A 'Technician' dropdown is also present, set to 'Not Specified'.
- Request Information:** A section with a 'Subject' field (with a red error message 'Subject cannot be empty.') and a 'Description' field with a rich text editor toolbar.
- Attachments:** A section with a 'Browse Files' button and a note 'Drag files here [Max size: 30 MB.]'.

At the bottom of the form, there are three buttons: 'Add request' (highlighted with a red circle 9), 'Reset', and 'Cancel'. A 'Live Chat' button is located in the bottom right corner (highlighted with a red circle 10).

Help Card: A sidebar on the right titled 'Helpful Tips' contains a list of 6 steps for creating a request. Below the tips is a 'Need additional help?' section with contact information for the MSD Help Desk: Email: helpdesk@medford.k12.or.us, Phone: (541) 842-1111, and Web: https://www.medford.k12.or.us/Page/1609.

1. Name and Site will be auto filled.
2. **Category** – select the top-level problem type from the drop-down
3. **Subcategory** – select the sub level problem type from the drop-down
4. **Item** – available for some subcategories, allows further clarification of problem type
5. **E-mail id(s) To Notify** – if you want someone else to receive updates of the ticket, as it is being worked on, add their e-mail(s) here (separate e-mail addresses with commas).
6. **Subject** – briefly describe the problem
7. **Description** – describe your problem in as much detail as possible, including: exactly what is wrong, make and model of equipment, troubleshooting steps already taken, etc.
8. **Attachments** – you can attach a document or image if necessary
Browse to the document/image, select, and click OK. Then click Attach file.
9. **Add request** – submit the request
10. **Live Chat** – use if you're having issues with the template or need further clarification

Print a Request

Once you have created a request you can print a hardcopy to attach to equipment or for your records. Open the ticket that you want to print.

1. Click on **Actions**.
2. Click on **Print Preview**.
3. Select the required information you want to display on the hardcopy.
4. Click **Print**.

The screenshot illustrates the process of printing a request in ServiceDesk Plus. The top portion shows the request details for Request ID 6450, titled 'Printer not working', created by Jill Campbell on Sep 21, 2017 at 03:17 PM. The 'Actions' menu is open, and 'Print Preview' is selected. The bottom portion shows the 'Print customizer' dialog where the following information is selected for printing: Request Details, Requester Details, Share Details, Resolution, Conversations, Notes, History, and Work Log. The 'Print' button is highlighted.

Print Preview

Request ID : 6450 Status : Open
Priority : High

Printer not working
By Jill Campbell on Sep 21, 2017 03:17 PM Due Date : Sep 21, 2017 04:17 PM

Description
Dell 2330 DN located in 125 C works sporadically. Staff member would like to know if it can be repaired or replaced. Please see Michael Shunk in 125C.

Requester Conversations

System on Sep 21, 2017 03:17 PM

View Requests based on Filters

You can view requests based on default filters.

To view Requests based on filters.

1. Click the Requests tab in the header pane.
2. Select the Filter drop-down menu to view the default filters.

- **My Open Requests**

This is the default status on opening the request list view page. All your open requests will be listed under this option.

- **My Requests On Hold**

All your assigned requests that are kept on hold will be listed under this option.

- **My Overdue Requests**

All your assigned requests that have exceeded the due date are listed under this option.

- **My Pending Requests**

All your assigned unfinished requests are listed under this option.

- **My Completed Requests**

All your assigned requests that are closed will be listed under this option.

- **My Closed Requests**

All your requests with the status as closed will be listed under this option.

- **All My Requests**

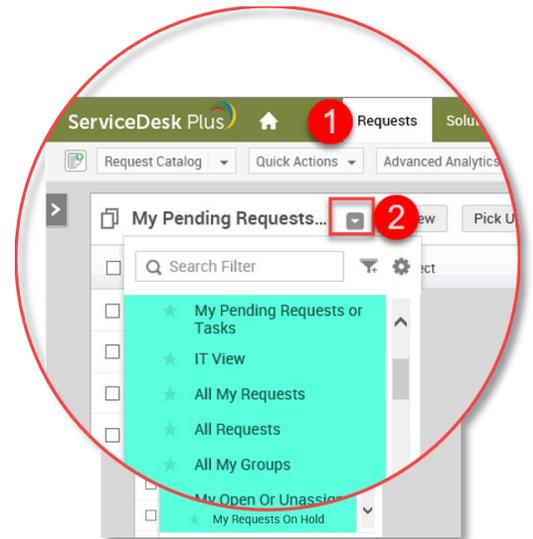
All your requests irrespective of the status will be listed under this option.

- **Waiting for my update**

If you are assigned as the Intermediate Editor for any service requests, then the service requests that are waiting for your update is listed under this option.

- **Updated by me**

If you are assigned as the Intermediate Editor for service requests, then the requests updated by you are listed under this option.



If you have the permission to view requests raised from your Department or Site, then the following filters will be available to you.

- **Site Open Requests**

All the open requests raised from your site are listed under this option.

- **Site Requests On Hold**

All the assigned requests raised from your site that are on hold is listed under this option.

- **Site Closed Requests**

All the requests raised from your site that are closed is listed under this option.

- **Site Completed Requests**

All the requests raised from your site that are completed is listed under this option.

- **All Site Requests**

All requests raised from your site is listed under this option.

Find Solutions

Click on the Solutions tab at the top.

You can search for solutions in the Search window.

1. Click on the **Search** icon.
2. Type a keyword and press **Enter**.
3. Possible solutions will be listed.
4. Use **Live Chat** if you can't find what you need.
5. More solutions are added every day!

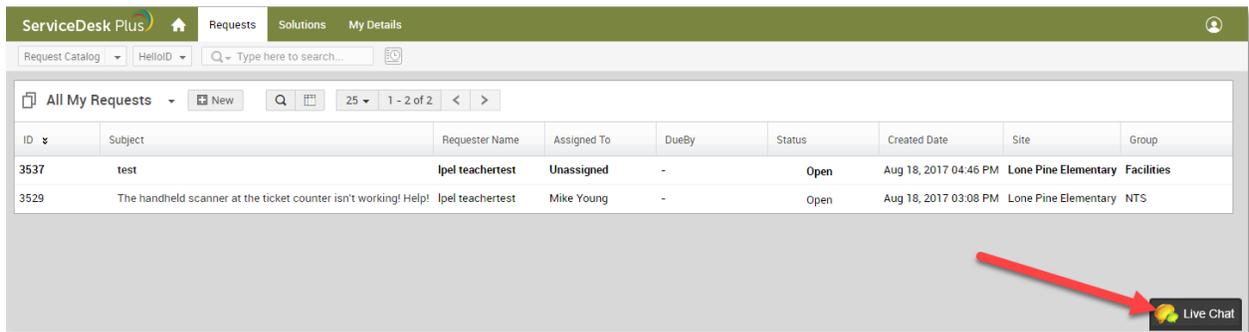
The screenshot shows the IT Helpdesk interface. At the top, there is a navigation bar with tabs for Home, Requests, and Solutions. A search bar is located to the right of the Solutions tab, with a search icon and a red circle '2' next to it. A red arrow points from the search icon to the search bar. In the top right corner, there is a user profile icon and a red circle '1' next to it. Below the navigation bar, there is a 'Topics' section with a list of solutions. The list includes items like 'Zoom - How to set up meeting security', 'YouTube - How To Download Videos', 'Windows 10 Introduction', 'Using Reflector to display apple device on Windows computer', 'Using iPad with ServiceDesk Facilities', 'UKG - How to move overtime to COMP', and 'UKG - How to Mass Edit Account Transfers - Admin'. Each item has an ID and a green '0' icon. At the bottom right, there is a 'Live Chat' button with a red circle '4' next to it.

Topic	ID	0	0
Zoom - How to set up meeting security	584	0	0
YouTube - How To Download Videos	381	0	0
Windows 10 Introduction	252	0	0
Using Reflector to display apple device on Windows computer	175	0	0
Using iPad with ServiceDesk Facilities	278	0	0
UKG - How to move overtime to COMP	585	0	0
UKG - How to Mass Edit Account Transfers - Admin	565	0	0

Live Chat

ServiceDesk has a Live Chat feature. You can click on Live Chat and begin a conversation with a technician about an existing ticket or you can start a conversation with a technician on a new problem.

- This feature is still in beta and may not always function properly at this time.



1. Select **New Request**
2. Enter text in the text field and press Enter.
NOTE: Please select a group is not functional. Please ignore.
OR
3. Select **Existing requests**
4. Select the ticket from the list.
5. Enter text in the text field and press Enter.

