Technology Information Systems

Pinellas TechHelp

Customer Overview & Tutorial

PCS Tech Help System Enhancements

Technology Information Systems

Tutorial & Overview

PCS TechHelp

You will learn...

Landscape

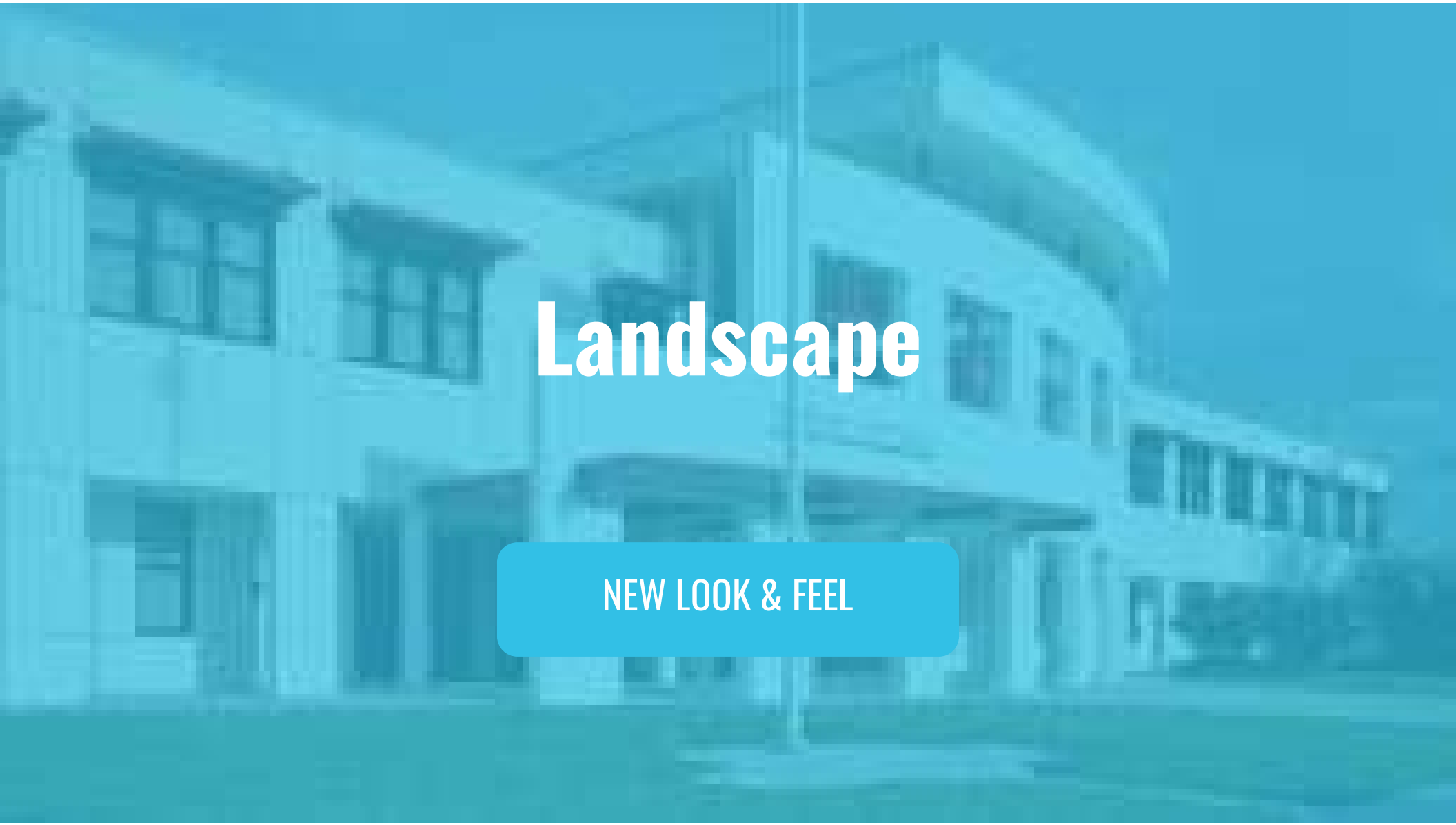
Explore the new look and feel of Pinellas TechHelp.

User's Guide

Experience the enhancements as a customer submits a TechHelp ticket.

Support

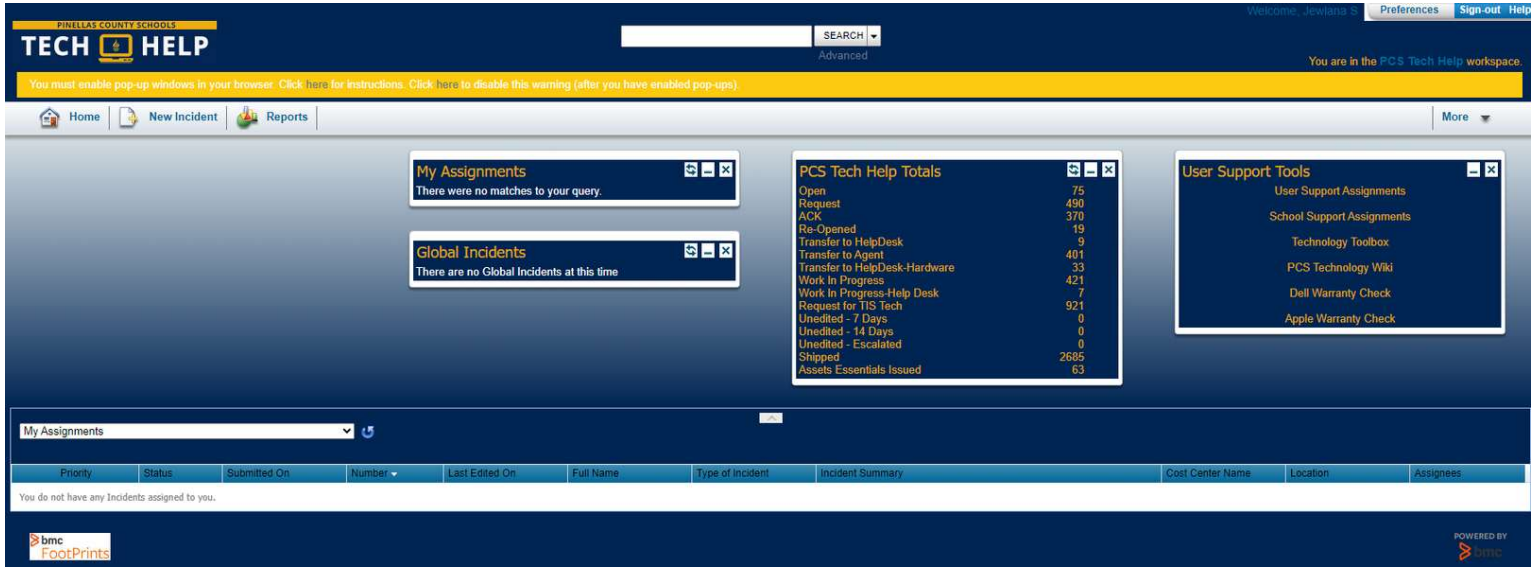
Ensure you have the tools you need to use the new TechHelp system seamlessly.


Landscape
NEW LOOK & FEEL

LANDSCAPE

Legacy Customer View

Customer Portal

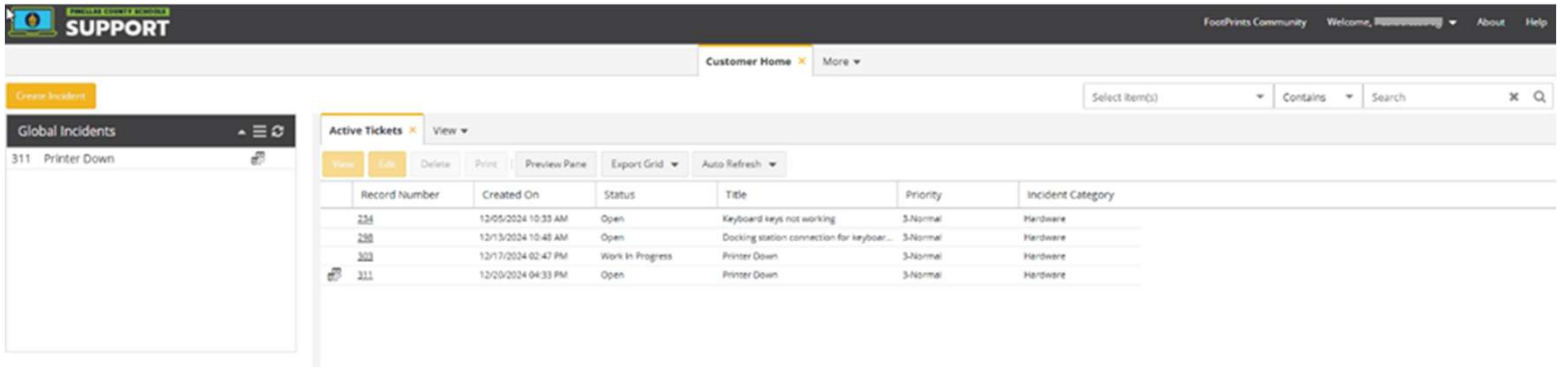


pcs PINELLAS COUNTY SCHOOLS

LANDSCAPE

Customer View

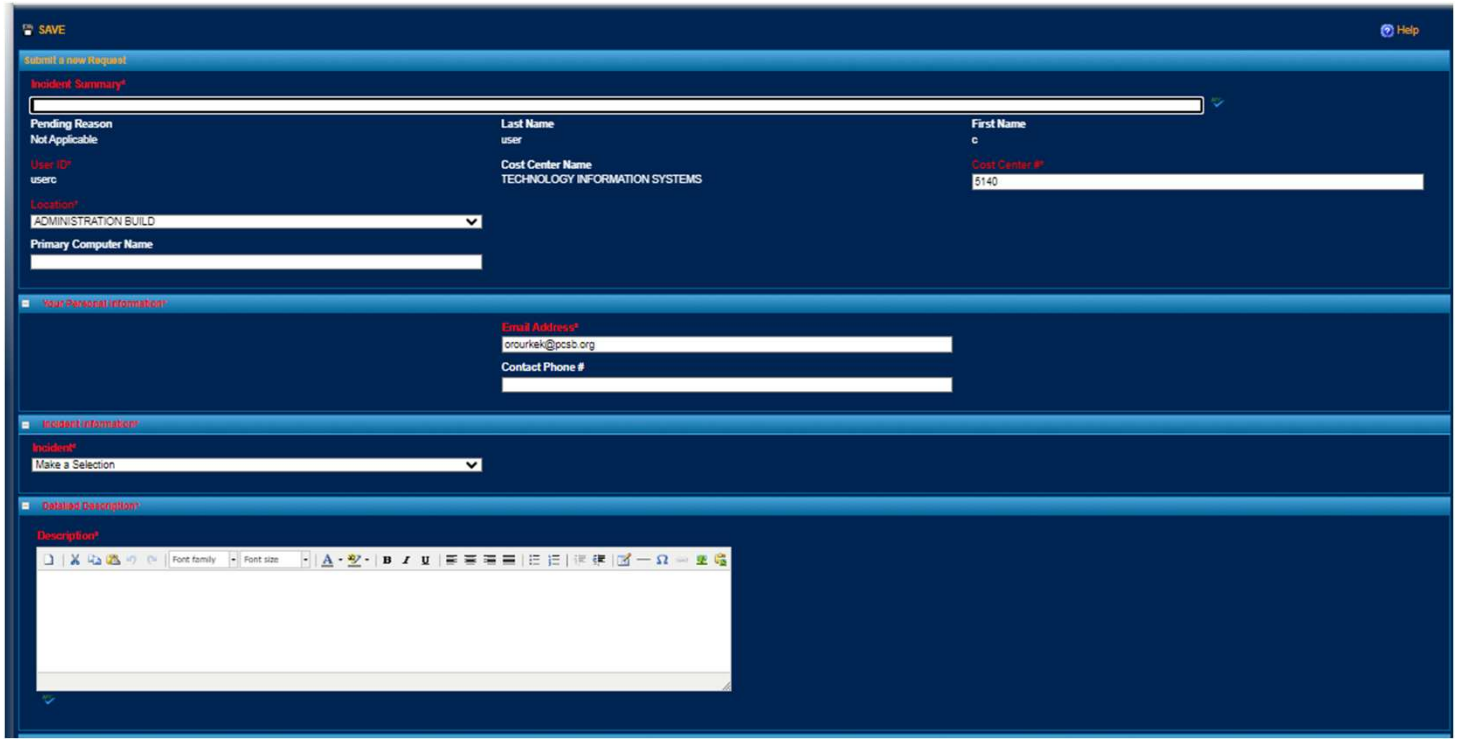
Customer Portal



LANDSCAPE

Legacy Customer View

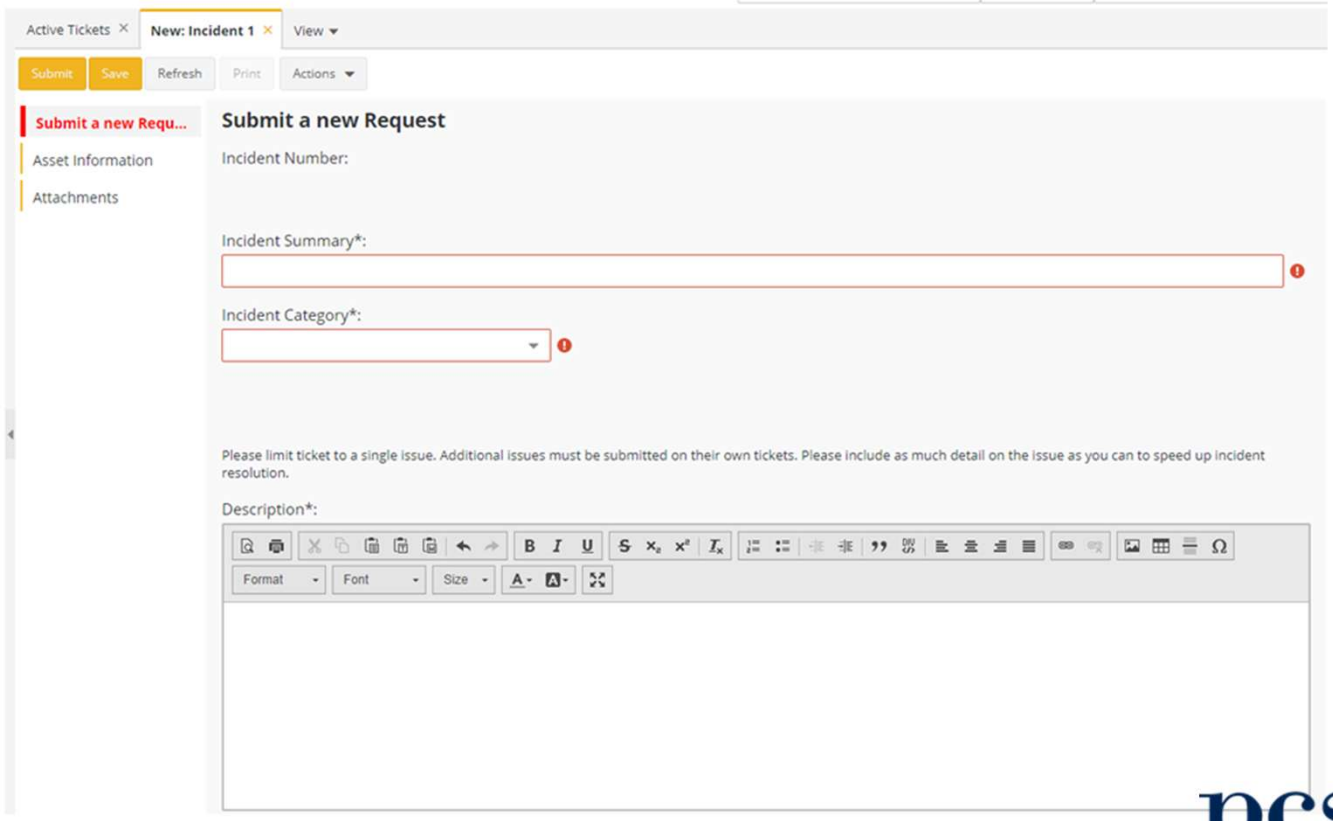
Submit a Ticket



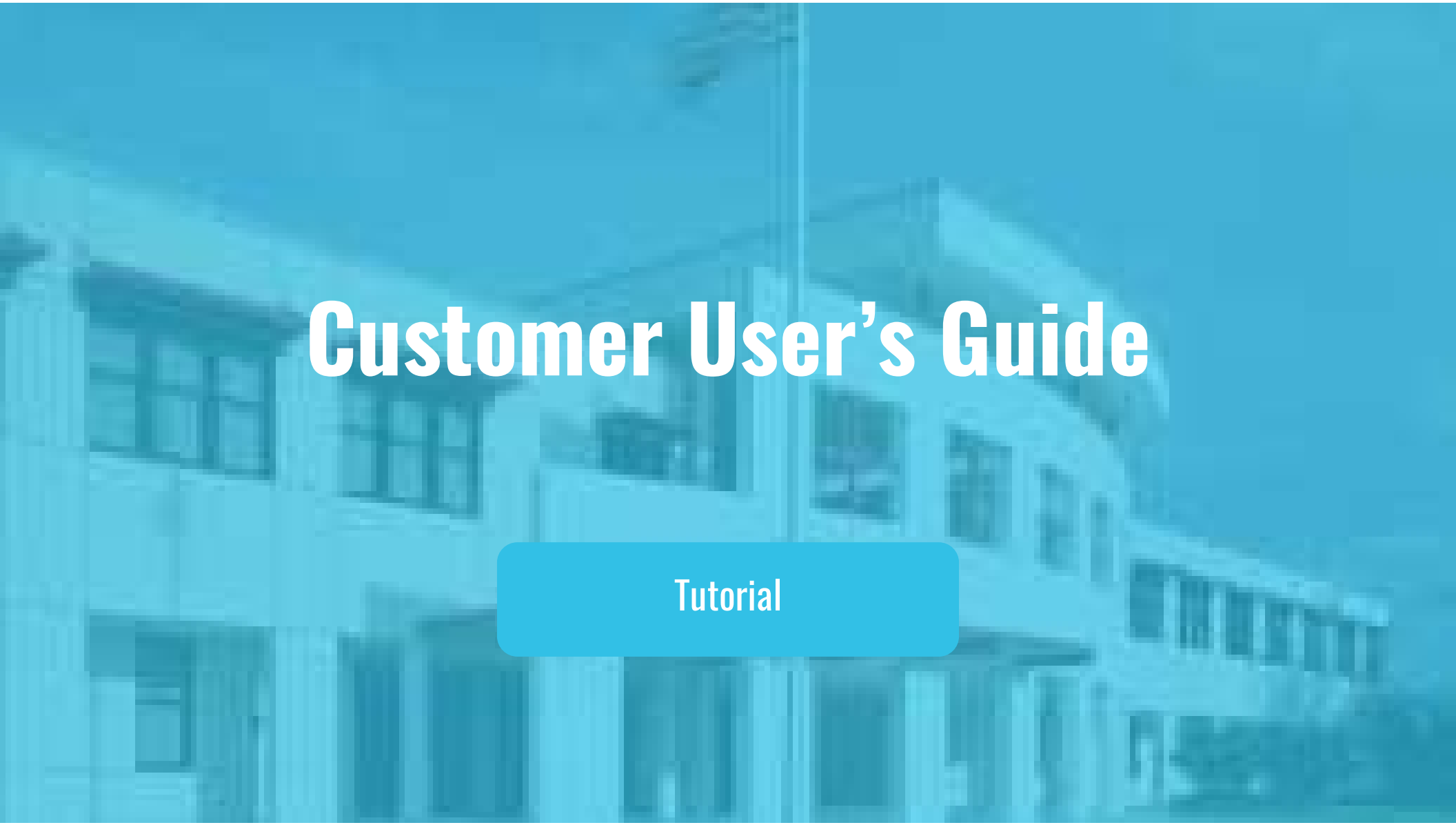
LANDSCAPE

Customer View

Submit a Ticket

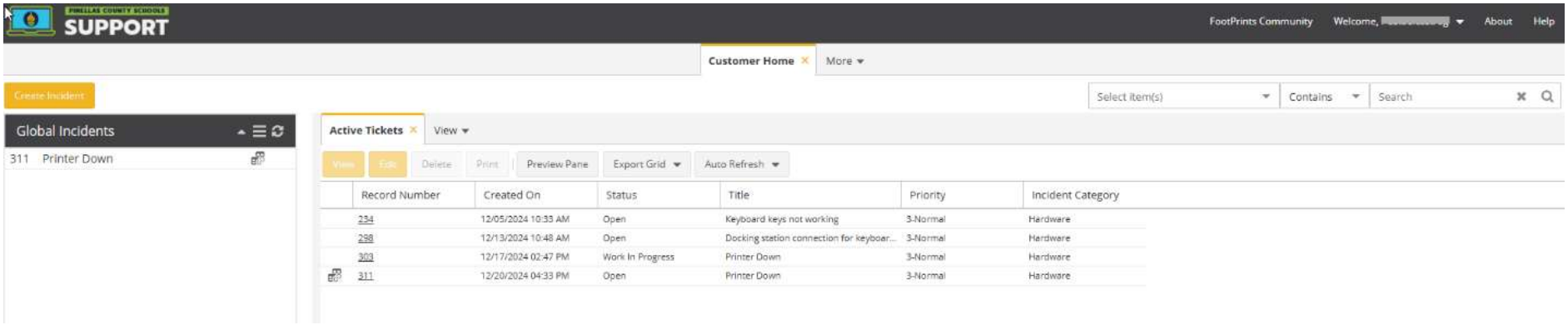


pcs PINELLAS COUNTY SCHOOLS


Customer User’s Guide
Tutorial

Pinellas Login Page

To access the new Pinellas TechHelp login page please go to this URL: https://support.pcsb.org

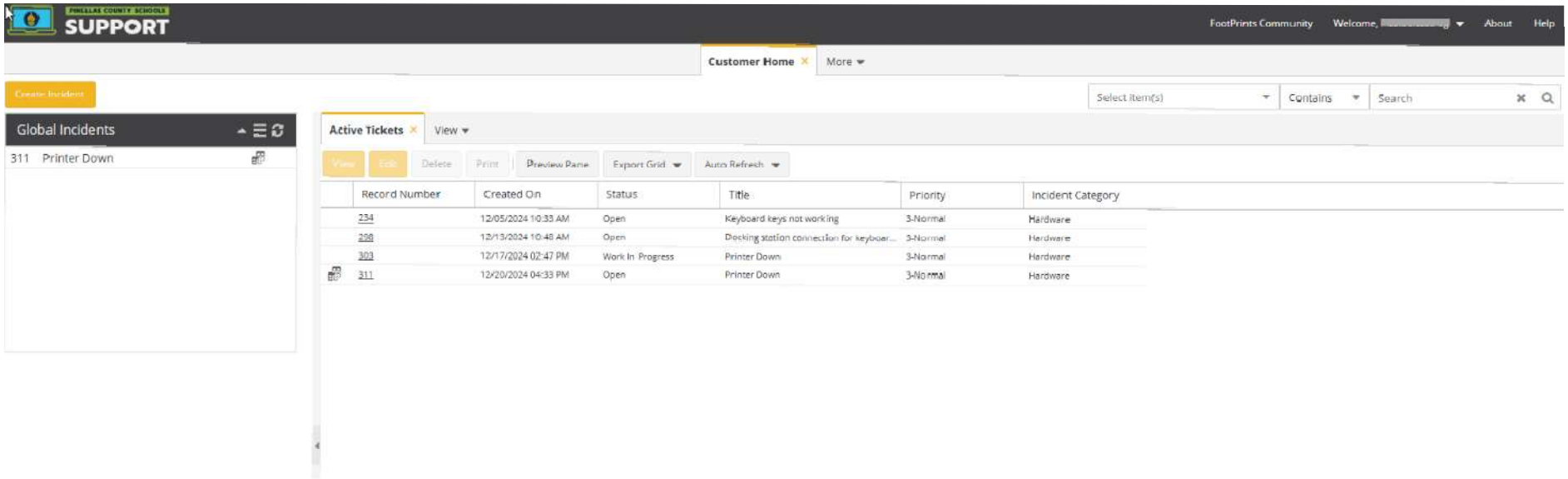


The page will redirect and use credentials to log in. When logging in for the first time, the user will be prompted for their User ID and Password. Once this information is provided, it will be cached in the browser. The next time the user uses this URL to log in, the browser will automatically log in and present the PCS Customer Portal page.

PCS Customer Portal

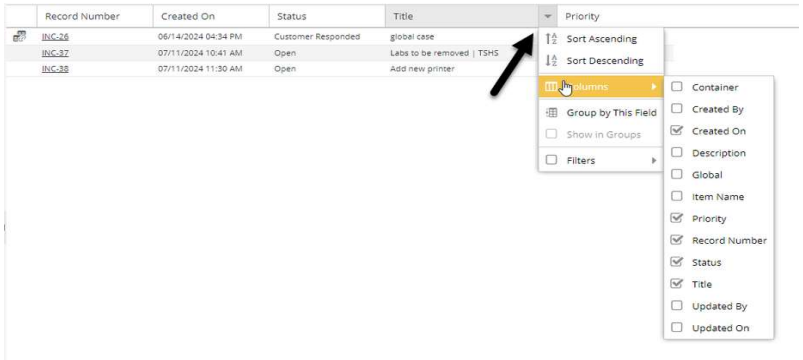
After logging in the user will be greeted with a default view of the Customer Home tab as shown in the screenshot below:

A list of Active Tickets is present that shows records that the user either created or is an associated contact.



Grid View

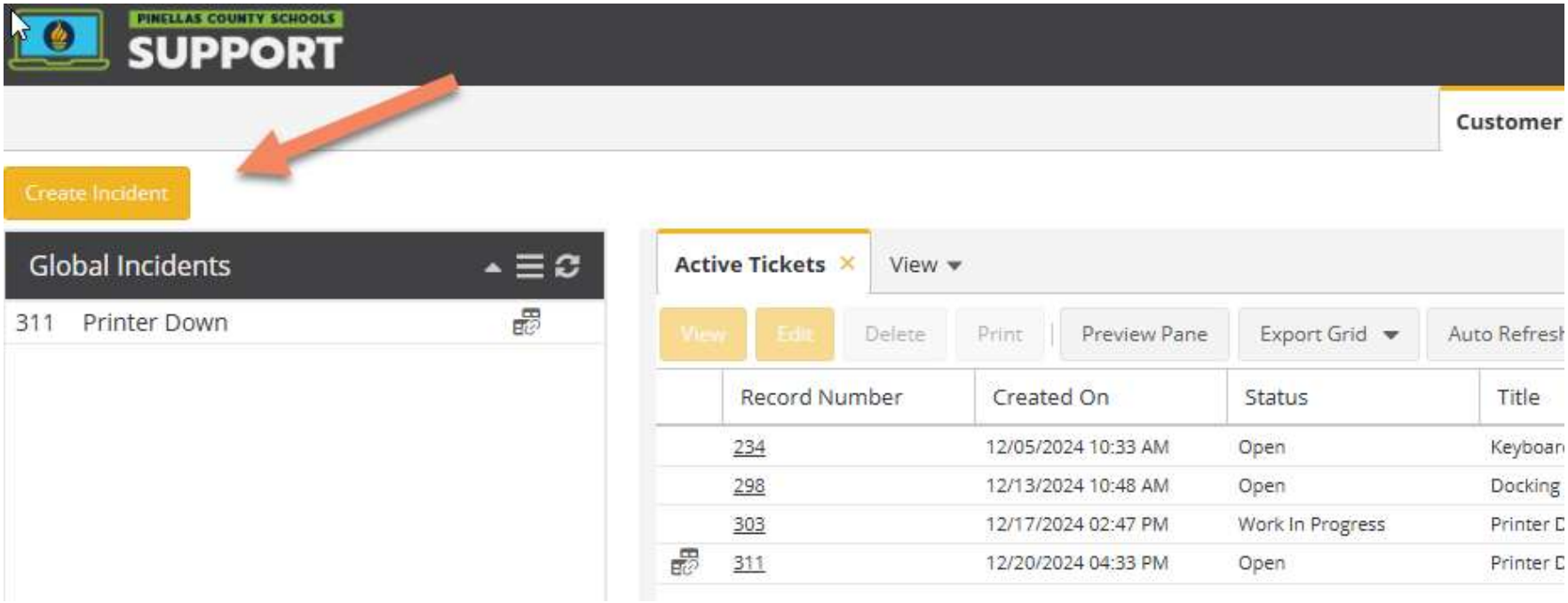
The Active Ticket tab presents the records in a grid view. Over each column you can click on the down arrow that gives you additional grid options as shown in the screenshot below:



Additional columns can be added when selecting "Columns" above. The data can be sorted in ascending and/or descending order. The data can also be filtered by searching for keywords as show in the screenshot below:

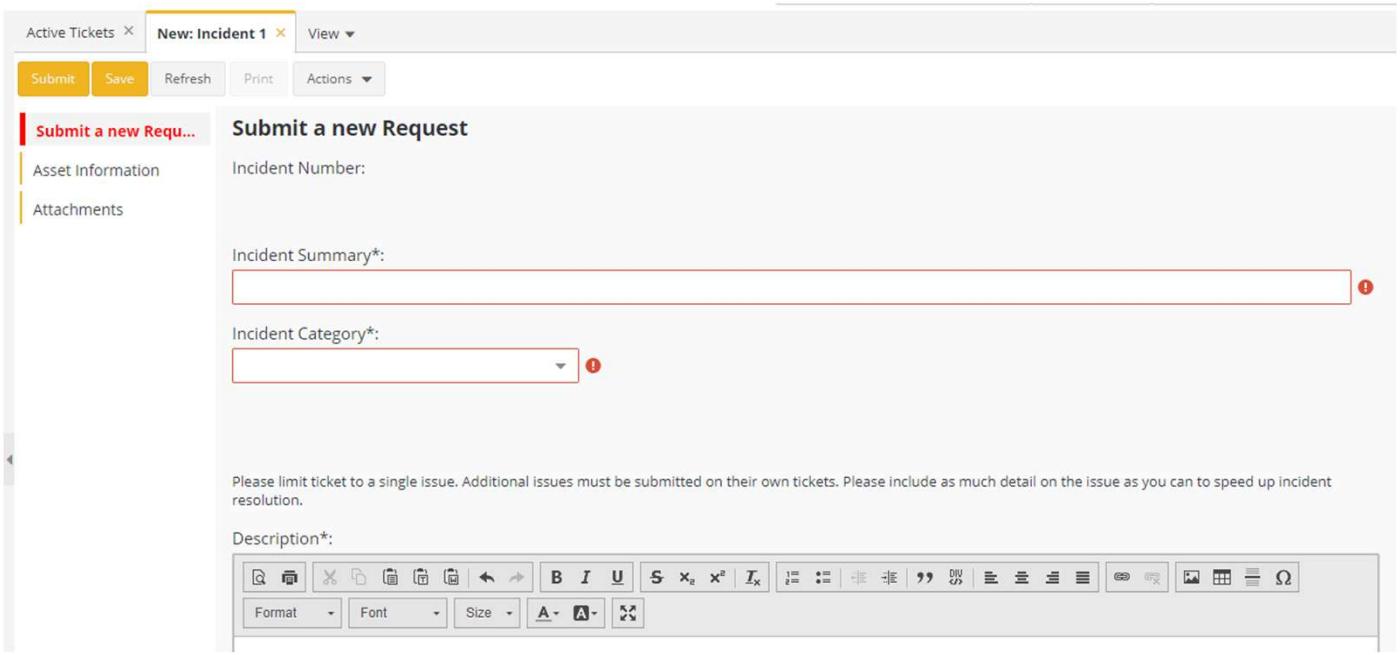
Create Incident

To create an incident, click on the **Create Incident** button:



Submit a New Request

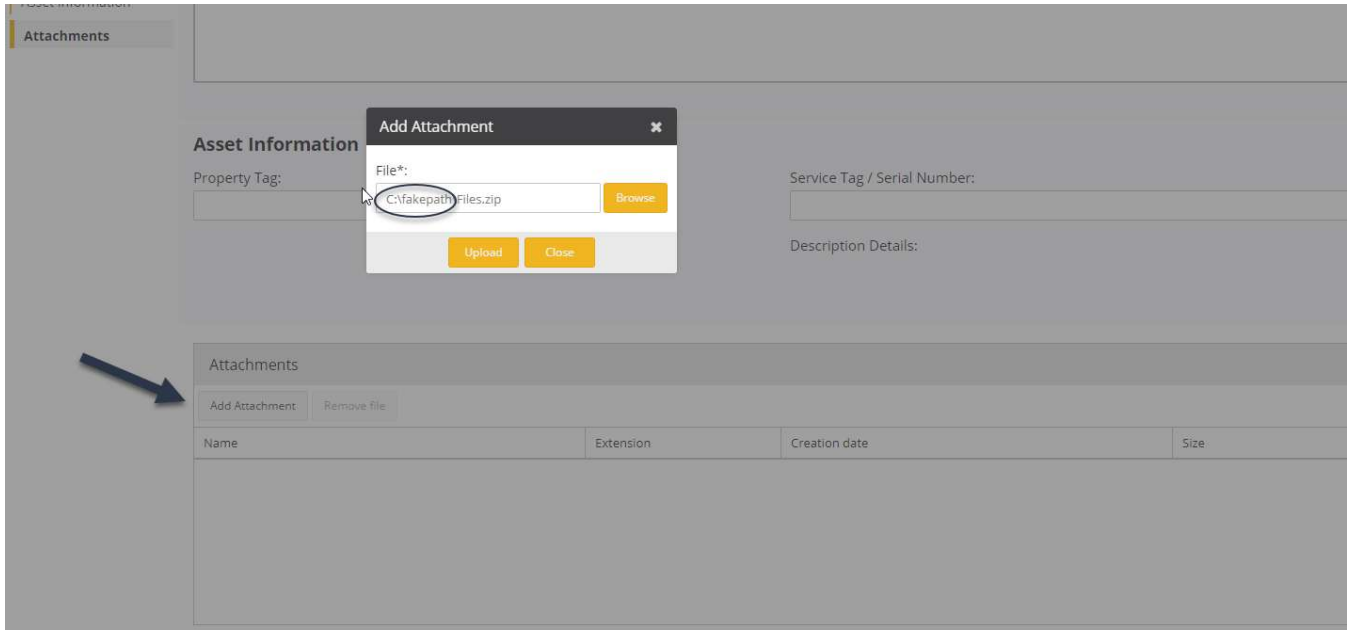
In the New Incident Tab, navigate up and down the form by using the scroll wheel on the mouse or clicking the scroll bar on the right-hand side. The form has sections and is displayed on the left-hand side. The screenshot shows the "Submit a New Request" highlighted tab. Clicking on a section will bring up that part of the Incident form.



Fill out the relevant fields on the form. *Required Fields* will be shown with an asterisk following the field name.

Attachment

Within the Attachments section, click on the "Add Attachment" button. An Add Attachment popup will display, and an attachment can be added. Once this is done, the application does not show the source location but replaces this info with a "fakepath" reference. This is done by design and after clicking "Upload", the attachment is added to the record as expected.



Save or Submit

Once the form is ready for submission the Incident can be created by either clicking on the **Save or Submit** button.

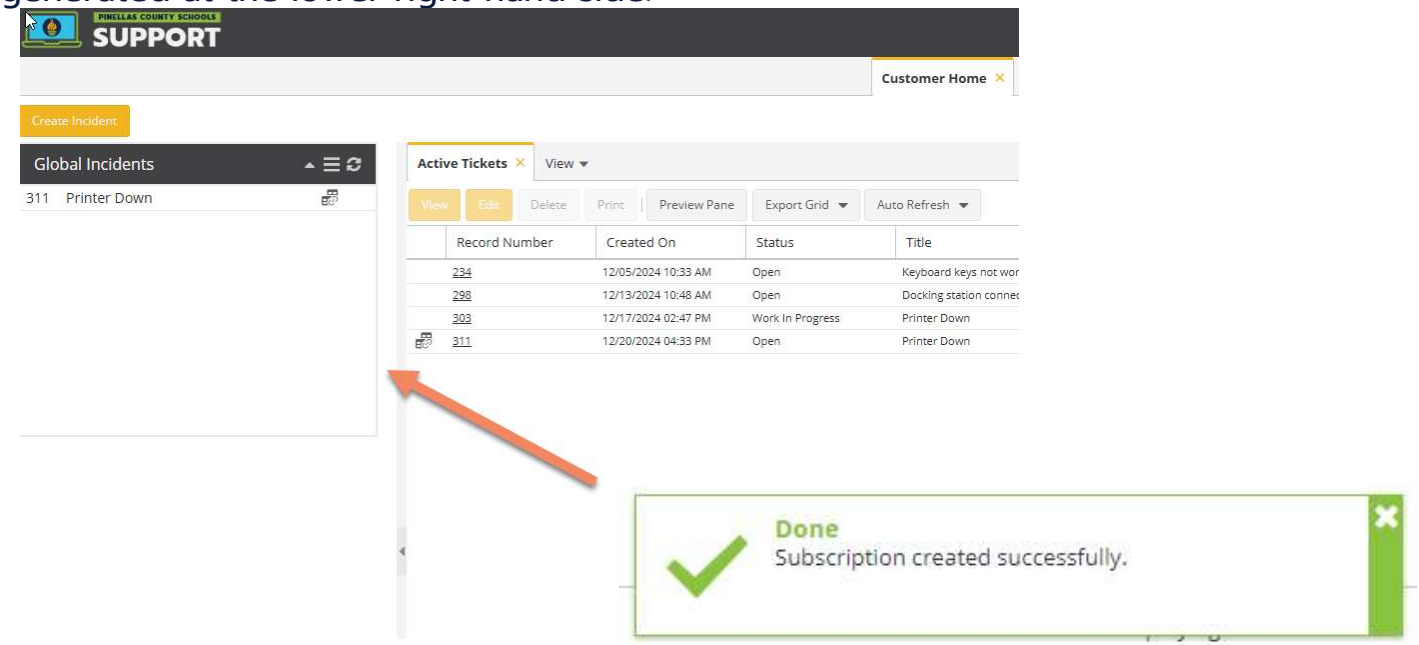
Clicking on the **Submit** button will save and close the Incident tab. The Active Tickets Tab will be highlighted.

Clicking on the **Save** button will create the Incident as well continue to keep the Incident tab open for additional Incident edits and/or actions post save. The ticket will also be locked and not available for other users to edit until the record/tab is closed by clicking the red "x" or by clicking the submit button.

Global Incident

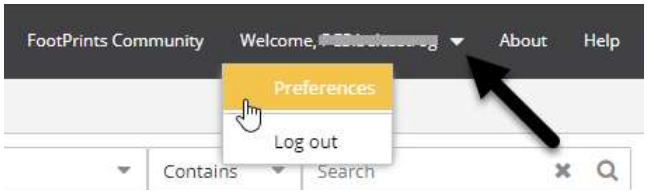
On the left-hand side of the Customer Home Tab contains defined widgets. For this view the "Global Incidents" widget is present. Clicking on the **Ticket Number or Title** will display additional detailed information.

Clicking on the icon allows a user to subscribe to the incident. Once this is done a new record will be created and this message will be generated at the lower right-hand side.

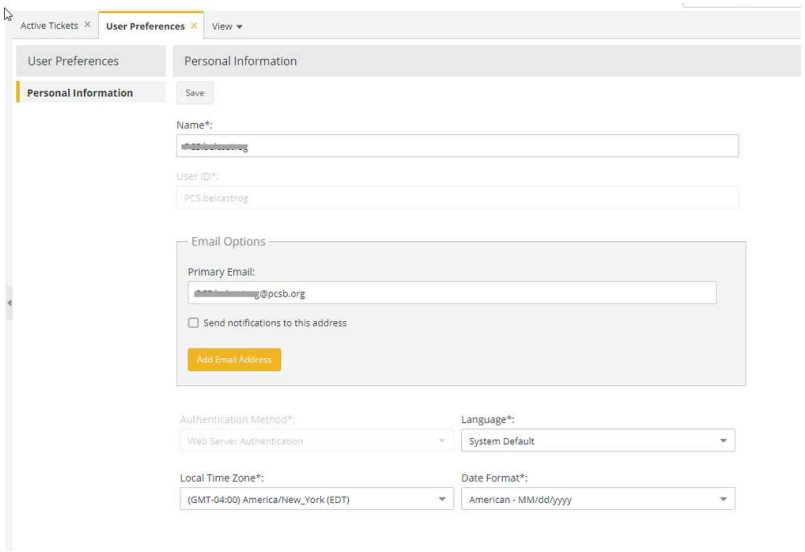


Preferences

On the upper right-hand side, click on the down arrow next to the name. Click on **Preferences** and additional configuration options are available.



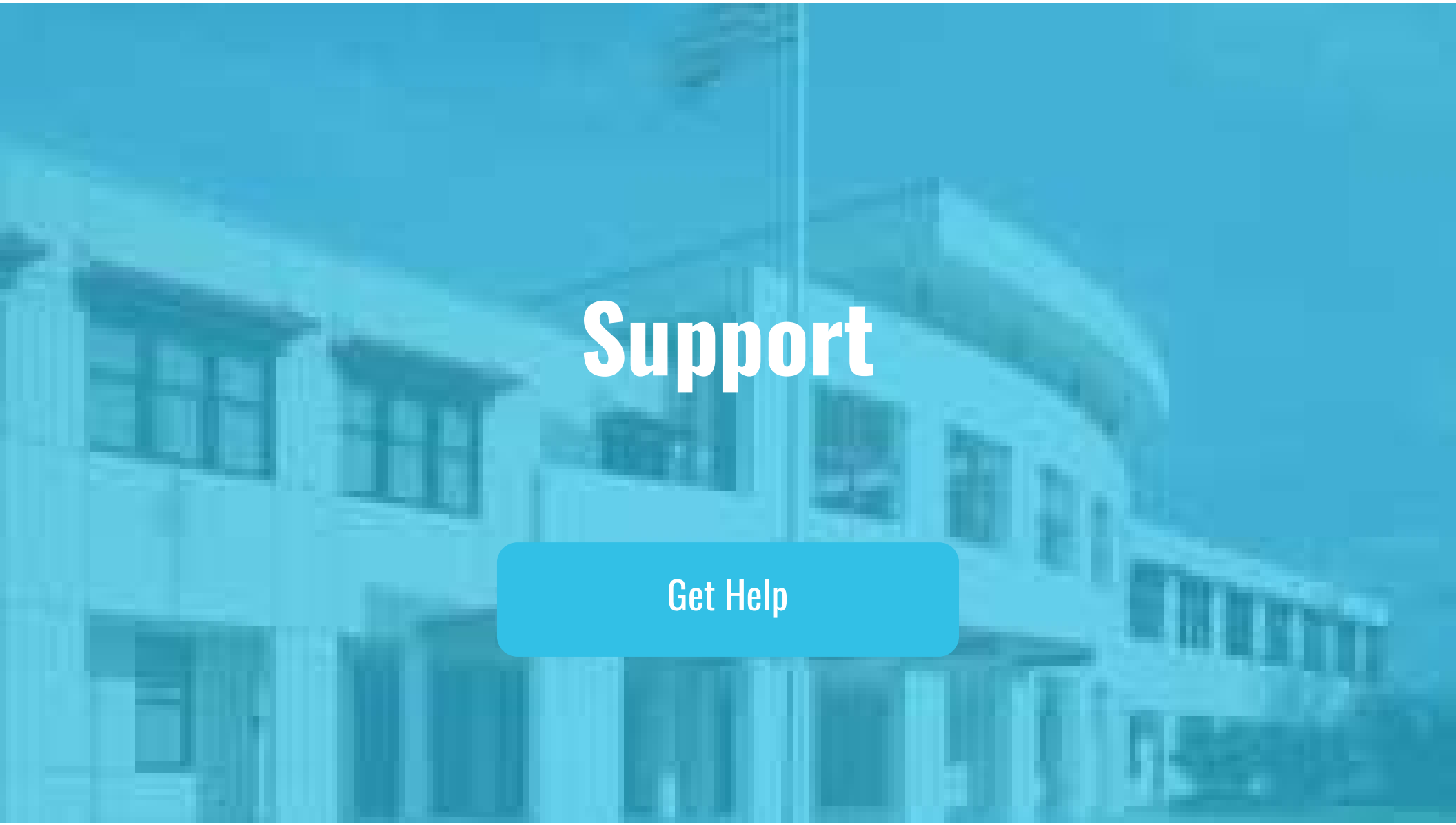
TIME ZONE: A user can set their local time zone, which will then cause dates and times to be adjusted to be accurate for that time zone.



LANGUAGE: Additional languages are available for selection if a different language is preferred.

TIME FORMAT: The Date Format can be changed with the following options are available:

American - MM/dd/yyyy
European - dd/MM/yyyy
ISO - yyyy-MM-dd


Support
Get Help

SUPPORT

Help Desk Support Team

TechHelpSupport@pcsb.org