

Assistants Guide

The Computer Help Desk online ticket system is used to help assistants to track computer help requests from faculty/staff members. By following the instruction, assistants will be able to complete the required fields with accurate and relative information.

Tips:

- This is self-study instruction.
- Since this is a paper based instruction, some lessons do not have the ability for you to actually practice, like clicking the mouse. A screen shot is provided in these cases.
- All screen shots are taken directly from the Help Desk server software.
- Every assistant is expected to have some experience in using the Internet and online forms.
- Fill out all practice items directly on the instruction sheet.
- Lesson 9 is for informational purposes only. How you actually fix the faculty/staff members computer is part of other training.

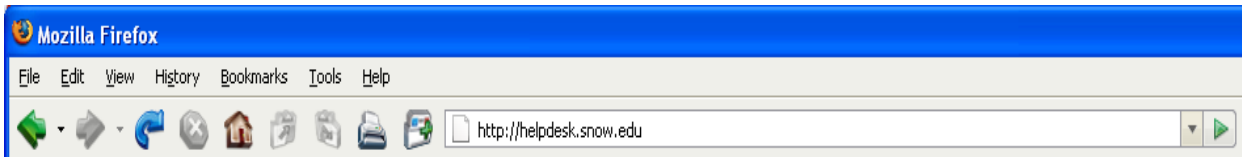
Computer Help Desk Online Ticket Instructional Material

Lesson 1, Skill 1 & 2

After the interview process for getting hired as a Help Desk assistant, you are now ready to use the online ticket tracking system. A web interface is used to input the necessary information for each ticket. Open a web browser, it does not matter which web browser you use. Pictured below are the icons that could be on the computer's desktop, click on one of them.

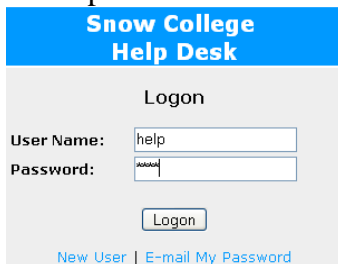


Then enter the Computer Help Desk server URL in the address bar:
`http://helpdesk.snow.edu`



Lesson 2, Skill 3

Once the web page has loaded, you are presented with a login. A username and password is required to gain access to the server. For simplicity, you can enter help as the username and help as the password. A screen shot is provided to show you what the login screen looks like:



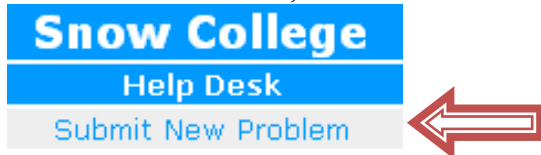
Note: Each help desk assistant will be given their username and password by the supervisor.

Practice: Fill in the blank. My username is _____ and my password is **KEEP IT A SECRET!**

Lesson 3, Skill 4

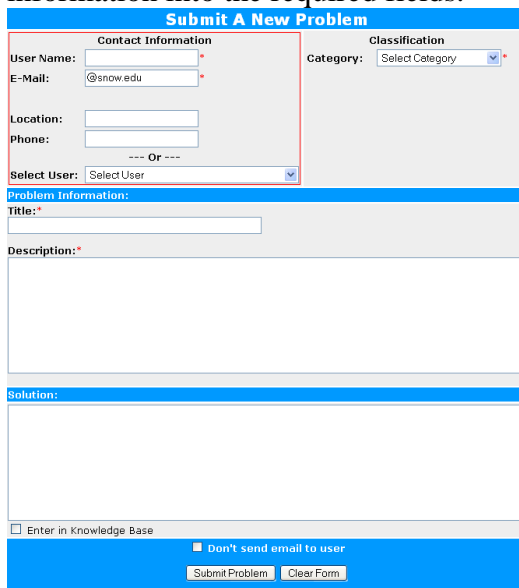
Once you are logged in, you are now ready to create a new ticket from the information that was gathered either from a phone call or a phone mail message left by a faculty/staff member.

To create a new ticket, click the link that says, “Submit New Problem”.



Lesson 4, Skill 5 & 5.7

With the link clicked, a web page with all the required fields is now before you. Elements that are on the page include text boxes and dropdown menus. At this point you are at a decision point. Does the user that needs help already exist in the system or do you need to fill in the user information? By looking in the dropdown menu of the “Select User” field, you will be able to determine if the user is in the list or not. If the user is not there, you will have to enter the user information into the required fields.



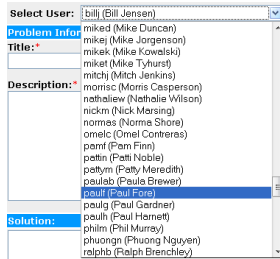
The screenshot shows a web form titled "Submit A New Problem". It is divided into three main sections: "Contact Information", "Problem Information", and "Solution". The "Contact Information" section includes fields for "User Name", "E-Mail", "Location", "Phone", and "Select User". A red rectangle highlights the "User Name", "E-Mail", "Location", and "Phone" fields. The "Problem Information" section has a "Title" field and a "Description" text area. The "Solution" section has a large text area. At the bottom, there are checkboxes for "Enter in Knowledge Base" and "Don't send email to user", and "Submit Problem" and "Clear Form" buttons.

Note: The area in the red rectangle is the area of the form that needs to be filled out for this skill.

Lesson 5, Skill 5.1, 5.2, 5.3, 5.4, 5.5, & 5.6

After looking in the dropdown list, you have found the user. Simply click the user's name to select that user. If you did not find the user in the list, you will need to enter the required information: user's name, e-mail address, location, and phone number.

Selected user from the dropdown list:



When entering the user's name in the "User Name" field, the proper format is first name plus the first character of their last name.

Practice: Ron Anderson Username: _____
 Lisa Adams Username: _____
 Don Sanders Username: _____

The user's e-mail address is in the format: firstname.lastname@snow.edu

Practice:
 Ron Anderson E-mail: _____
 Don Sanders E-mail: _____

The user's phone number is always going to be in the form of 283-7xxx, even though you can just dial the last four digits.

Practice: Identify the correct way to enter the phone number?
 A) Ext. 7003
 B) 283-7003
 C) 7003

Here is an example of the screen with filled in user information:

Contact Information

User Name: *

E-Mail: *

Location:

Phone:

--- Or ---

Select User: ▼

Lesson 6, Skill 5.9

Once all the user information is filled in, now is the time to give the ticket a title. This is usually a very short description, about two or three words are sufficient.

Scenario: A user has called with a problem with their printer, nothing prints when they submit the print job. Enter a title for this problem in the form below:

Problem Information:

Title: *

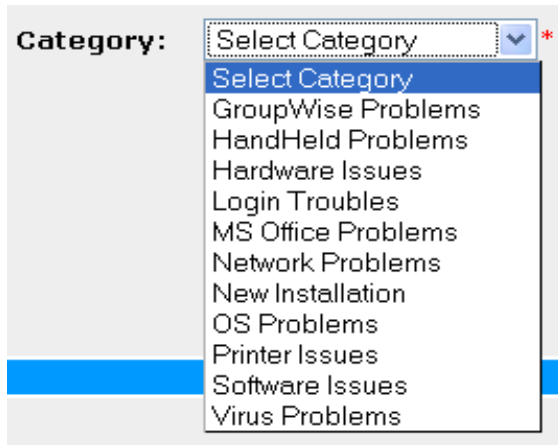
Lesson 7, Skill 5.8

This description field on the form is for a full description of the problem. This will include what the user described as the problem to be and any suggestions for fixing the problem.

Using the same scenario from Lesson 6, give a description of the problem:

Lesson 8, Skill 5.10

The final thing that you need to do before actually going to the user's office and fixing the problem is to select a Category for the problem from the dropdown list. The category selection will help the supervisor create reports from the server, sorted by category. The screen shot shows all available category choices:



The screenshot shows a form field labeled "Category:" with a dropdown menu. The dropdown menu is open, displaying a list of categories. The first item, "Select Category", is highlighted in blue. The other items in the list are: GroupWise Problems, HandHeld Problems, Hardware Issues, Login Troubles, MS Office Problems, Network Problems, New Installation, OS Problems, Printer Issues, Software Issues, and Virus Problems. A red asterisk is visible to the right of the dropdown arrow.

Note: As you can see there are a number of different categories. Choose the one that is closest to the problem.

Lesson 9, Skill 6, 6.2, & 6.1

Now that you have filled in the form up to this point, it is now time to go and help the faculty/staff member with their problem. This is not part of this instruction; it is only part of the process to finish the online ticket.

Lesson 10, Skill 7, 7.1, & 7.2

With the problem fixed, you need to enter the solution by describing what was done to fix the problem. After you have entered the solution, type your name in so the supervisor will know who fixed the problem.

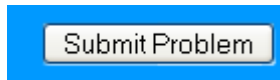
Being as detailed as possible, enter a solution to this scenario: A user has called and left a message on phone mail. They have described a problem with their anti-virus software. It keeps popping up telling them that a virus has been detected. The pop-up asks them to delete the infected file or quarantine the file and want to know what to do.

Solution:


Lesson 11, Skill 8

The last thing that you need to do is to click the “Submit Problem” button. This will ensure that the problem is saved to the server. Once you have clicked this button, it allows for future reference and reporting by the supervisor.

This is what the button looks like zoomed in and on the form:



* = Required

Submit A New Problem	
Contact Information	Classification
User Name: <input type="text"/> *	Category: <input type="text" value="Select Category"/> *
E-Mail: <input type="text" value="@snow.edu"/> *	
Location: <input type="text"/>	
Phone: <input type="text"/>	
--- Or ---	
Select User: <input type="text" value="Select User"/>	
Problem Information:	
Title: * <input type="text"/>	
Description: * <input type="text"/>	
Solution:	
<input type="text"/>	
<input type="button" value="Submit Problem"/> 	

Test Your Knowledge

E-mail message sent to helpdesk assistant:

Helpdesk,

I am having a problem with my computer. Every time I try to print any document, I get the error message that it won't print. Can you please help? I am in the Performing Arts Center at ext.

7221

Thanks,

John Shanding

Question 1. What is the name of the user with problem? _____

Question 2. What is the problem? _____

Question 3. Can you tell where the user is located from the e-mail? _____

Question 4. What is the phone number? _____

Question 5. What is the category for this problem? _____

Question 6. What is the user's e-mail address? _____

Question 7. What is the Help Desk server URL? _____

Question 8. What is the username and password to login? _____

Question 9. How do you save a ticket? _____

Question 10. What do you do if the user is not in the drop-down menu? _____

Please fill out the form from your answers given above:

* = Required

Submit A New Problem	
Contact Information	Classification
User Name: <input type="text"/> *	Category: <input type="text" value="Select Category"/> *
E-Mail: <input type="text" value="@snow.edu"/> *	
Location: <input type="text"/>	
Phone: <input type="text"/>	
--- Or ---	
Select User: <input type="text" value="Select User"/>	
Problem Information:	
Title:*	<input type="text"/>
Description:*	<input type="text"/>
Solution:	
<input type="text"/>	
<input type="button" value="Submit Problem"/>	