Wilson College Help Desk Quick Reference

Chat with a staff member for that quick answer.

Live Chat will display when staff are available. Simply click on the icon and click start.

When staff are unavailable, it will ask you to **Leave a message** as shown to the right. A ticket will be created and you will receive a confirming email.

News will display information regarding system availability and/or upcoming maintenance.

View Your Service History will allow you to check the status of open tickets, leave notes for the technician, close tickets, or view closed tickets.

Submit an Incident will allow you to open a ticket when something is not working correctly or you need technical assistance in a completing a task. You will then receive a confirming email that the ticket has been received.

Logged in user is displayed.

Click [home icon] to return to this screen

Click [? icon] to access HELP

Click [power icon] to logout.

Forward and Back Buttons to move back and forth within the Help Desk.

Click **Submit a Request** to request reports or lengthier project-oriented requests.

FAQ provides access to a searchable database of questions and solutions. We are in the process of developing this, so check back later to see additions.

Submitting an Incident Reference Guide

Category
Select the categories that represent your issue. Categories are used to help us automatically route tickets to the appropriate technician to provide quicker ticket resolution for the user. If you cannot determine which category your issue should be, please choose other. These categories are subject to change as we further develop the system.

Template
Click the down arrow to select a template for common issue, such as *Cannot Access Email*. The template will automatically select the three categories. In time, we will create more templates to save you time. If there is no template that fits your issue, please leave it at the DEFAULT.

Callback Phone Number
Provide the number we can reach you at regarding the issue.

Subject
Provide a short description of the issue.

Template   DEFAULT

* Category   Please select a category   Please select a sub-category   Select third level category

Building   Please select Building

Room Location

Callback Phone Number

* Subject

* Description

* Urgency   Low

Attachments   Add

Submit   Cancel

Description
Provide a detailed description of the issue. The more details, the more quickly we can resolve the issue. Include **what** the issue is (including any error messages), **when** the issue happens (include steps to repeat the issue or if it is intermittent), and **where** if more specific details are needed.

Building
Use the drop down arrow to select the building where the issue is occurring.

Room Location
Enter the room location where the issue is occurring, such as Office 101, Classroom 102, Level 1 Circulation Desk, etc.

Submit
When completed, click submit. You will receive a confirmation email with the ticket

Attachments
Click Add to attach files. To capture an error message: Click the Windows Start Button & enter Snipping Tool in the search box. Click Snipping Tool. Click New, click on top corner of the error & drag diagonally to surround the error, click copy & paste in Word.

Urgency
Low—no rush, can be down when time permits
Normal—need help, but I can work around it
High—need help ASAP
Very High—I can't do anything (ex. locked out)
Urgent—System down affecting multiple people

View Your Service History Reference Guide

From the Home screen, click **View Your Service History.** Your tickets will be displayed as follows.

Open Ticket: Double-click to open a ticket .

Sort tickets: Click on the up and down arrows to the left of the column name.

Filter tickets: You can filter certain columns such as Status, Urgency, etc. by clicking on the down arrow which appears when you hover the cursor to the right of the column header. Clicking Multiple Selection at the bottom of the list will allow you to filter based on multiple selections after clicking Save Filter at the bottom. To remove the filter, uncheck the selections and resave the filter.

End User Portal > Service History

Search

Records 1 - 2 of 2   «< < Page 1 of 1 > >>   Show All

	#	Modify time	Category	Sub Category	Subject	Description	Status	Assigned to	Urgency	Priority	Solution
	321	12/09/2016 02:59:11 PM	MS Office	Outlook	Cannot access email	This is	New	Lisa Shaulis	Low	Low	
	140	12/09/2016 02:57:24 PM	Hardware	Cabling	20' Phone Cable Needed	I need a	Closed	Alan Shoop	Low	Low	

Open Ticket History Details

Incident 321

Subject:	Cannot access email
Description:	This is an example ticket.
Category:	MS Office Outlook Can not send/receive email
Solution:	
Modify time:	12/09/2016 02:59:11 PM
Status:	New
Urgency:	Low
Priority:	Low
Assigned to:	Lisa Shaulis
Notes:	Add a note
Screen capture:	
Attachment:	Add Remove

☐ Close a service record   Ok Cancel Apply

Add a Note
Click Add a Note to send a note to the technicians.
*You cannot Add a note to a closed ticket. Reopen it first.

Close a Service Record
Check this box and click OK to close the ticket.

Closed Ticket History Details

Incident 321

Subject:	Cannot access email
Description:	This is an example ticket.
Category:	MS Office Outlook Can not send/receive email
Solution:	
Modify time:	12/09/2016 03:21:52 PM
Status:	Closed
Urgency:	Low
Priority:	Low
Assigned to:	Lisa Shaulis
Notes:	
Screen capture:	
Attachment:	Add Remove

Ok Cancel Apply Reopen

Reopen a Service Record
Click Reopen to reopen the ticket. It will prompt you for the reason to reopen the ticket and the technician will receive an automatic email notification.