

District 214 Helpdesk Handbook
Client

Version 1.1
June 2005

Introduction

Managing thousands of technical support requests throughout District 214 is an incredible challenge. Each site had been maintaining separate databases and ticketing systems but there was a need to integrate these separate databases with a hardware inventory database and to more effectively track tickets as well as automate some tracking functions. After a lot of exploration and testing, a new solution, 214 Helpdesk, successfully provides a common solution for all sites and successfully integrates support requests with hardware inventory. This integration along with the automation features will save us all a lot of time and money, making it easier to continue providing support to staff and students in District 214.

Some other key features include:

- Web interface for Technicians and Clients
- Intelligent ticket management
- Powerful searching capabilities (easily track clients, tickets, assets and FAQs)
- A searchable FAQ knowledge base
- Reporting
- Built on Java technology

The new 214 Helpdesk is accessible to all District 214 staff members and can be reached by visiting the following web page:

<http://helpdesk.d214.org/>

It is the District 214 Technology Team's pleasure to introduce the 214 Helpdesk and to provide this handbook to assist you in using the helpdesk.

Web HelpDesk

Client User's Guide to District 214 Web HelpDesk

Logging In

1. Open your internet browser--Safari or Internet Explorer
2. Key in the URL for the District 214 HelpDesk HomePage --- <http://helpdesk.d214.org>
This is a resource page that you might want to either bookmark or add to your internet browser's toolbar.

To login, click on either the Helpdesk 214 logo



OR

The 214 Helpdesk Login link located on the right side of the Helpdesk home page.

[214 Helpdesk Login](#)

3. When the Login window appears, you might want to also bookmark this page or add it to your internet browser's toolbar.

4. Initial login. Click on "Forgot Password". Enter your FirstClass email address in the next window.

Examples: jgalt@d214.org
john.galt@d214.org

Your password will be emailed to you.

Password Help

Please provide your e-mail address.

E-Mail Address

Cancel

Submit



Welcome to the District 214 Helpdesk! If you need assistance logging in, please contact your building TSS or call the District Helpdesk at 847.718.7676.

For more information about the District 214 Helpdesk, visit our main helpdesk site at helpdesk.d214.org.

Log on using the same User ID as you do for FirstClass. Use the password that was emailed to you.

Login

User Name

jgalt

Password

Login

[Forgot Password](#)

Updating Your User Profile

Changing Your Password. After you have logged on, you may change your password. Click on the “Profile” icon.



User Profile

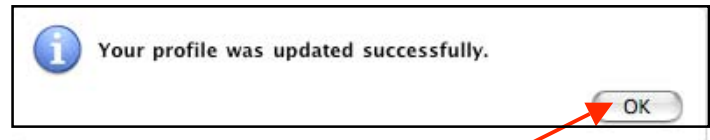
* Indicates required fields.

First Name*	<input type="text" value="John"/>
Last Name*	<input type="text" value="Galt"/>
User Name*	<input type="text" value="jgalt"/>
E-Mail*	<input type="text" value="root@helpdesk.dist214.k1"/>
Secondary E-Mail	<input type="text" value="www@swan.dist214.k12.il."/> ⓘ
Phone	<input type="text"/>
Location	<input type="text" value="FVEC"/>
Room	<input type="text" value="E129a"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>

Enter your new password in the “Password” field. Tab and then enter it a second time in the “Confirm Password” field.

Click on the “Save” button.

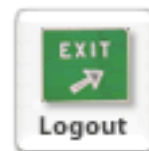
The following message appears--



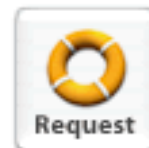
Click on the “OK” button.

This will take you back to your “User Profile” page.

If you want to log out, Click on the “Logout” button at the top of your “User Profile page.

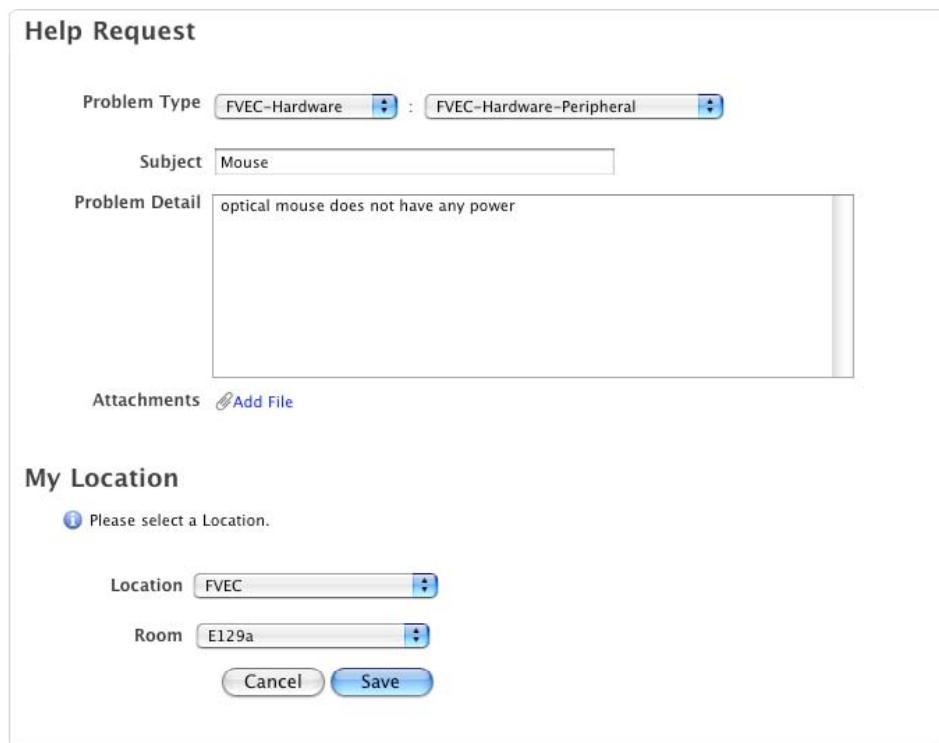


If you wish to enter a request, click on the “Request” button at the top of your “User Profile” page. This will take you to the Help Request page.



Help Request Form

1. Help Request. Use the pull down menu to select the appropriate description for “Problem Type”, (APECS, elocker, FileMaker, FirstClass, Helpdesk, Mailing Lists, SASI, and WWW are all “FVEC” issues.)
2. A second pull down menu appears to the right of the “Problem Type” entry. This is the sub problem type. Use this to more completely define the problem.
3. “Problem Type” and “Problem Detail” are required fields. Information should also be entered in the “Subject” field.
4. “Problem Detail” is the section where you describe the problem. Enter a detailed description of the issue. Be as specific as possible.



Help Request

Problem Type :

Subject

Problem Detail

Attachments [Add File](#)

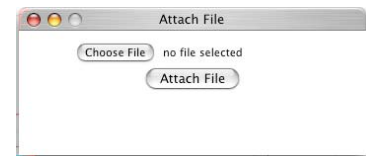
My Location

Please select a Location.

Location

Room

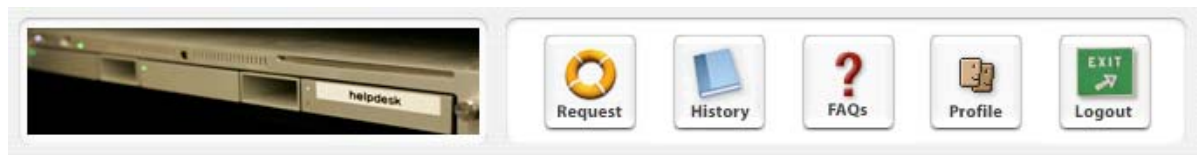
5. You can add an attachment by clicking on the “Add File” link and following the prompts.



6. Use the pull down menus to select your “Location” and “Room”. “Location” and “Room” are required fields. When complete, click on “Save”.

Your Web HelpDesk ticket number appears on this screen.

There are also options to check the history of your request(s), create a new ticket, check the Frequently Asked Questions section, and check or make changes to your profile (such as change your password).

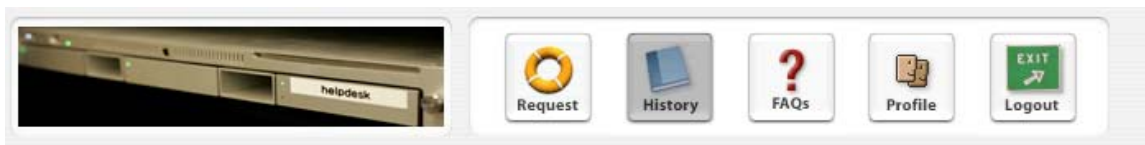
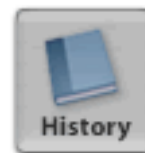


Thank You!

Your ticket number is **6856**.
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to root@helpdesk.dist214.k12.il.us.


Ticket History


Click on the “History” button to access the history of your tickets.



Ticket History						
Ticket	<input type="text"/>	Status	All	Problem	<input type="text"/>	<input type="button" value="Search"/>
No.	Date	Updated	Status	Problem Description	Survey	
6856	06/30/05	06/30/05	Open	multilanguage restart screen: There is a multilanguage message on the screen saying to restart the computer. ...		
6854	06/30/05	06/30/05	Cancelled	keyboard: The "y" key on my keyboard does not work.		
6249	06/02/05	06/02/05	Cancelled	sample request: another sample request		
6162	05/31/05	05/31/05	Cancelled	Netscape: Please install Netscape Navigator on my computer.		
6079	05/26/05	05/26/05	Cancelled	Mouse: optical mouse does not have any power		

Once you are on the Ticket History window, you can check the status of a request by clicking on the blue hyperlinked ticket number.

 **Ticket 5875**

Report Date 05/20/05 9:26 AM
Location FVEC
Room E129a
Problem Type FVEC-Software • FVEC-Software-Problem
Subject multilanguage restart screen
Problem Report There is a restart screen on my computer.
Attachments  [Add File](#)

Notes

Date	Name	Note Text

You can also add an additional note to the ticket or cancel the work order if the issue has been resolved. If you add additional information or cancel the work order, click the “Save” button.

Click the back button to return to the “Ticket History” list.



Status Definitions

1. **Open**

A ticket is Open when it is first created. It remains Open until there is some change.

2. **Pending**

A ticket is Pending when it is assigned to an appropriate tech.

3. **Cancelled**

A ticket can be Cancelled by the client. For example, the client may have solved the problem by his or herself. (This would be used after the helpdesk is made available to all staff to view their history).

We have also used Cancelled for our trial and demo tickets.

4. **Resolved**

A ticket is Resolved when the problem has been solved. These are the tickets that may find their way to the FAQ. Resolved tickets automatically change to Closed after five business days.

5. **Closed**

A ticket is Closed when the problem has been solved. A ticket is also Closed when there is no action or response from the client; we may not know if it's been resolved but it no longer needs to be in the "to-do queue". The ticket can always be reopened later, if necessary.