

TrackIt Guide.

Friday, April 1, 2022 7:56 PM



Presented By :
SHAIKH RAFIQ

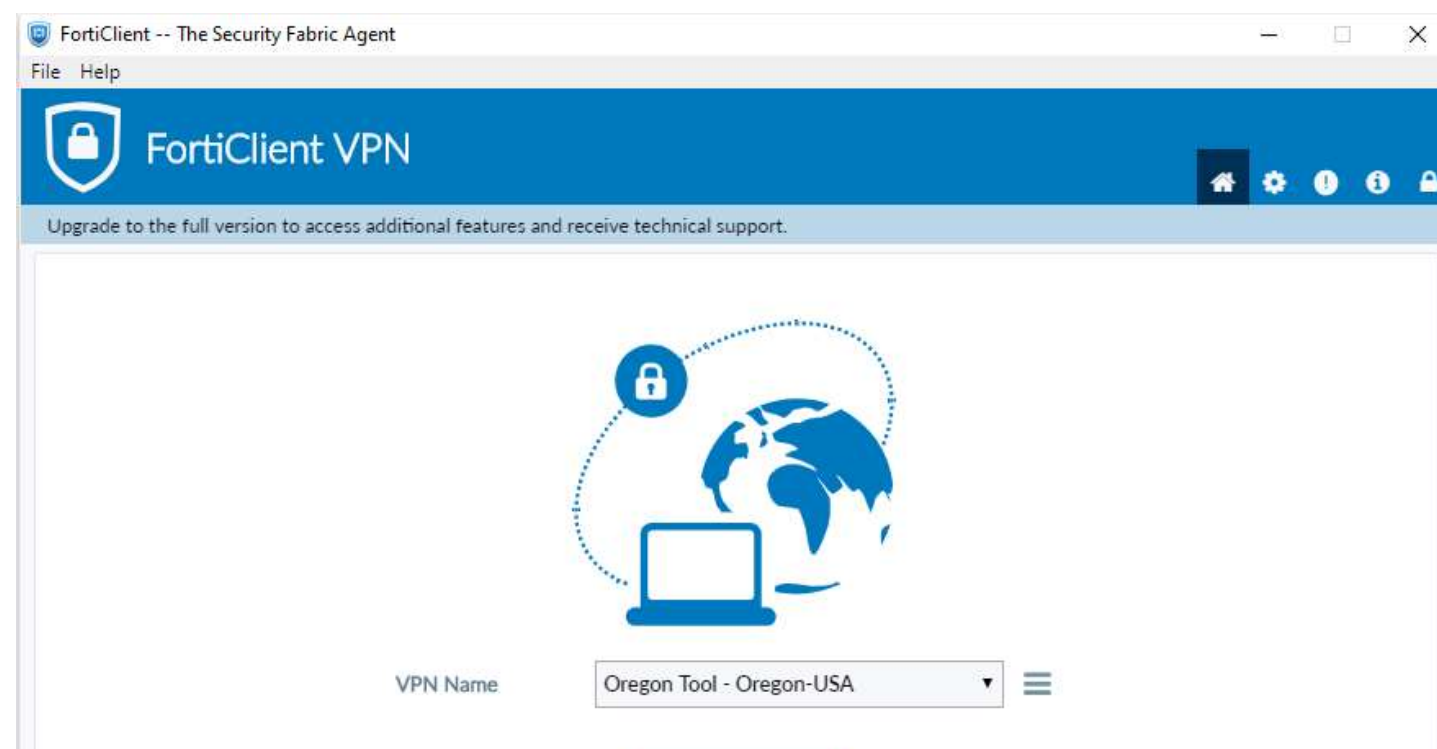
FortiClient : FortiClient uses SSL and IPsec VPN to provide secure, reliable access to corporate networks and applications from virtually any internet connected remote location. FortiClient simplifies remote user experience with built-in auto-connect and always-up VPN features.

Trackit.oregontool.services : it's used to solved the issue raised by the user and assigned ticket to technician or as per requirement of the user to support them.

STEP TO CONNECT WITH TRACIT AS FOLLOW :-

FIRST PHASE

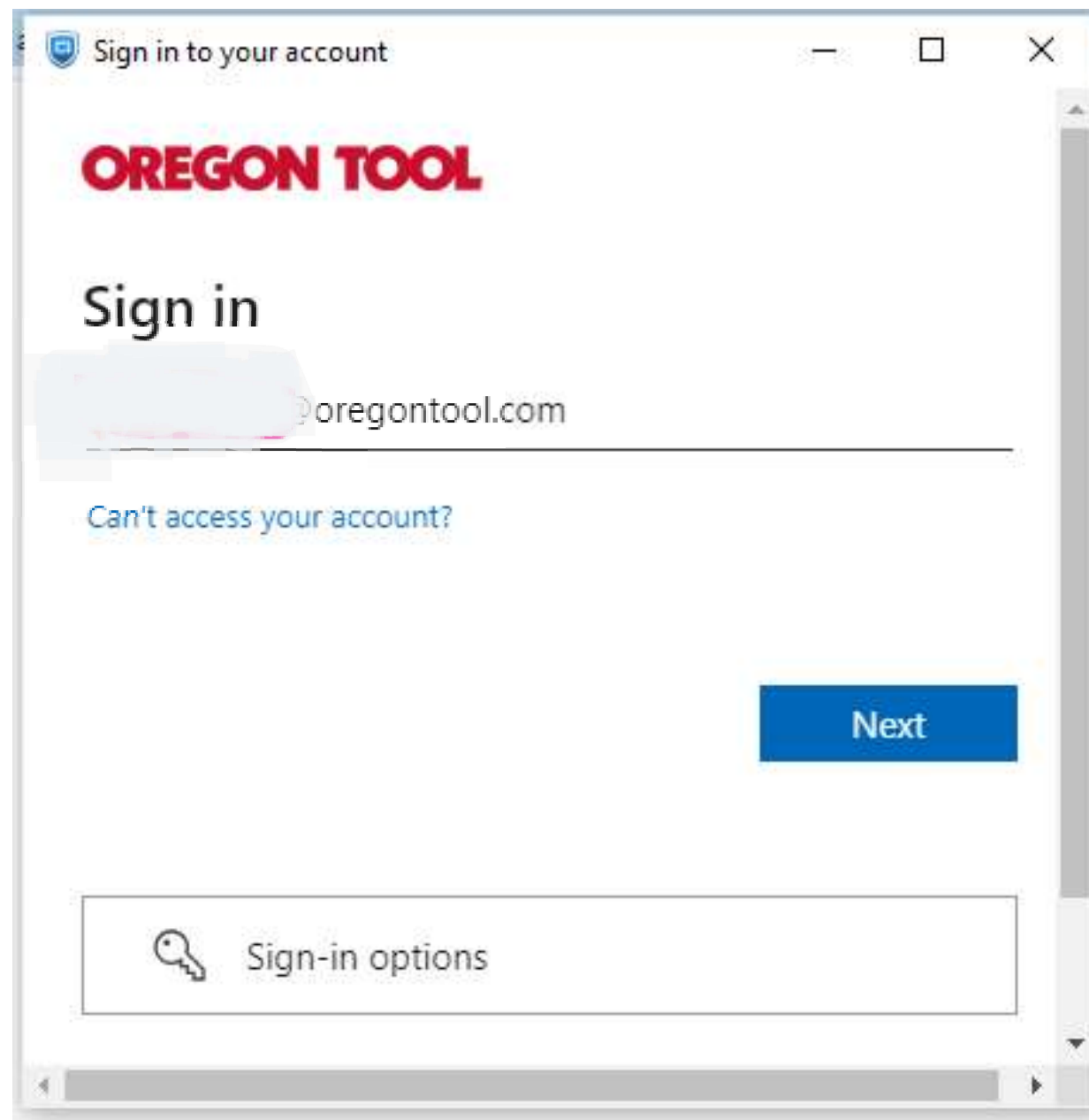
1. OPEN FortiClient VPN
2. Click on SAML Login





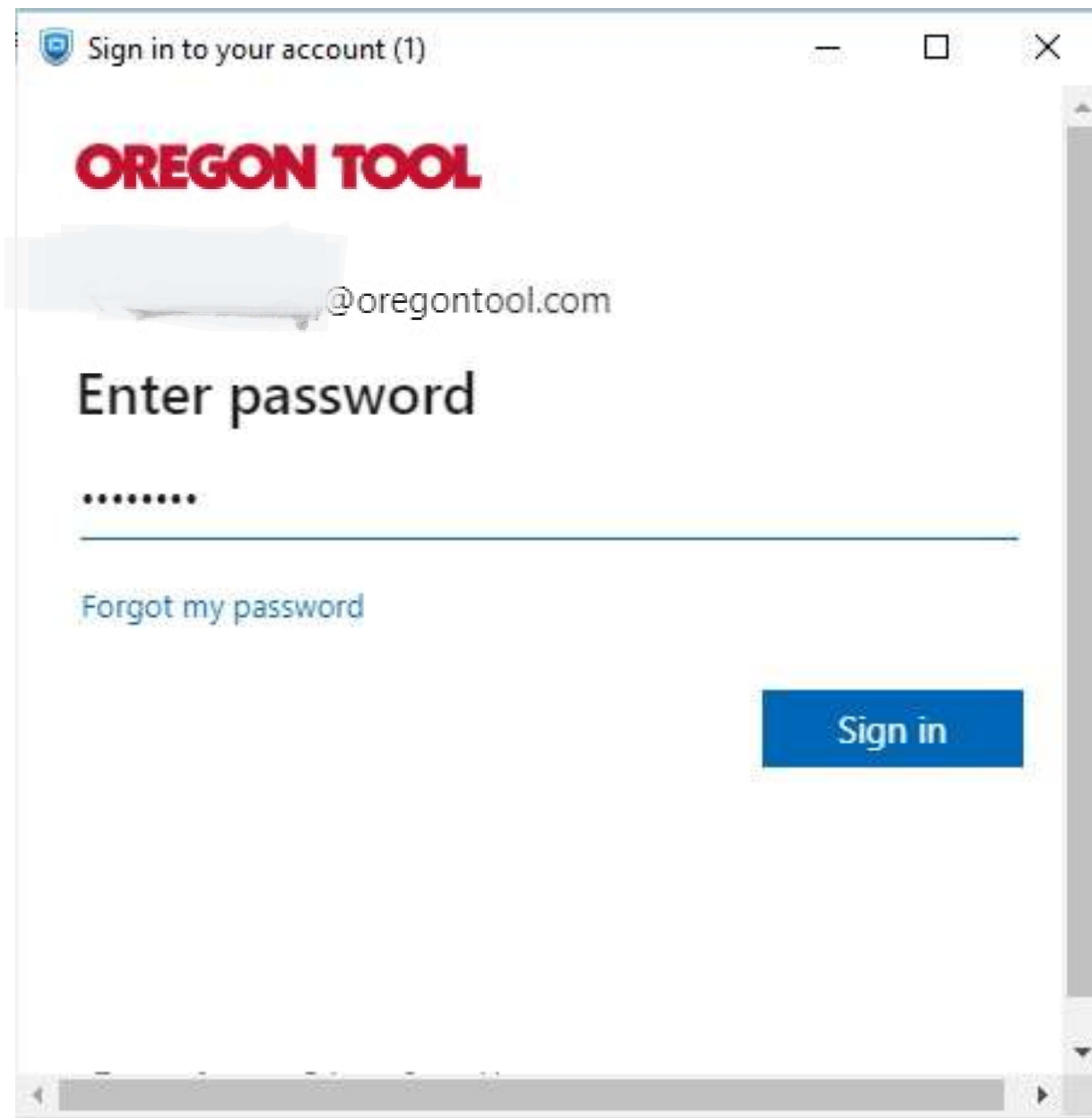
3. Enter your email Id of Oregon tool
4. Then click on next

i.

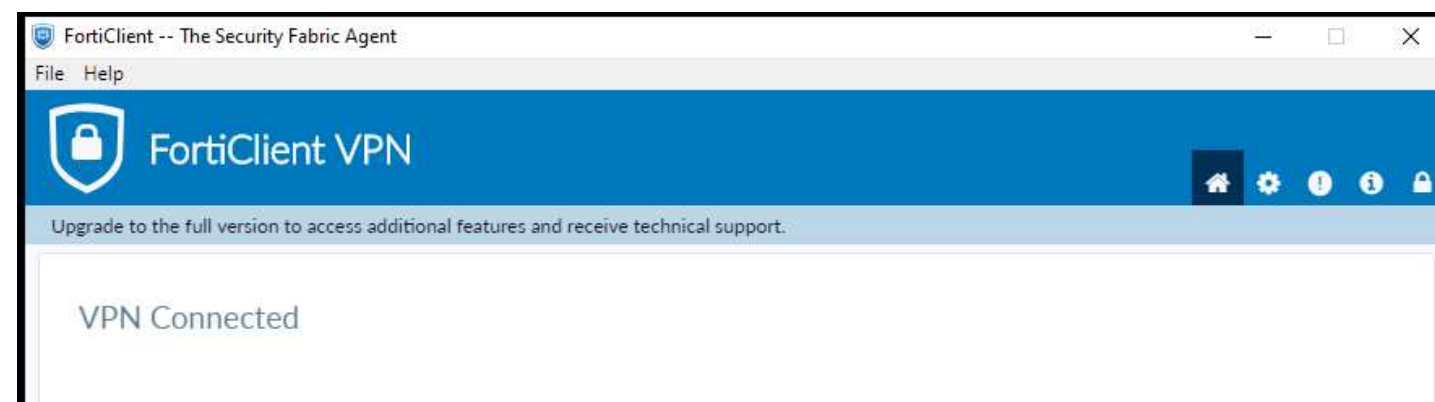


5. Enter your password of Oregon tool
6. Click on sign in

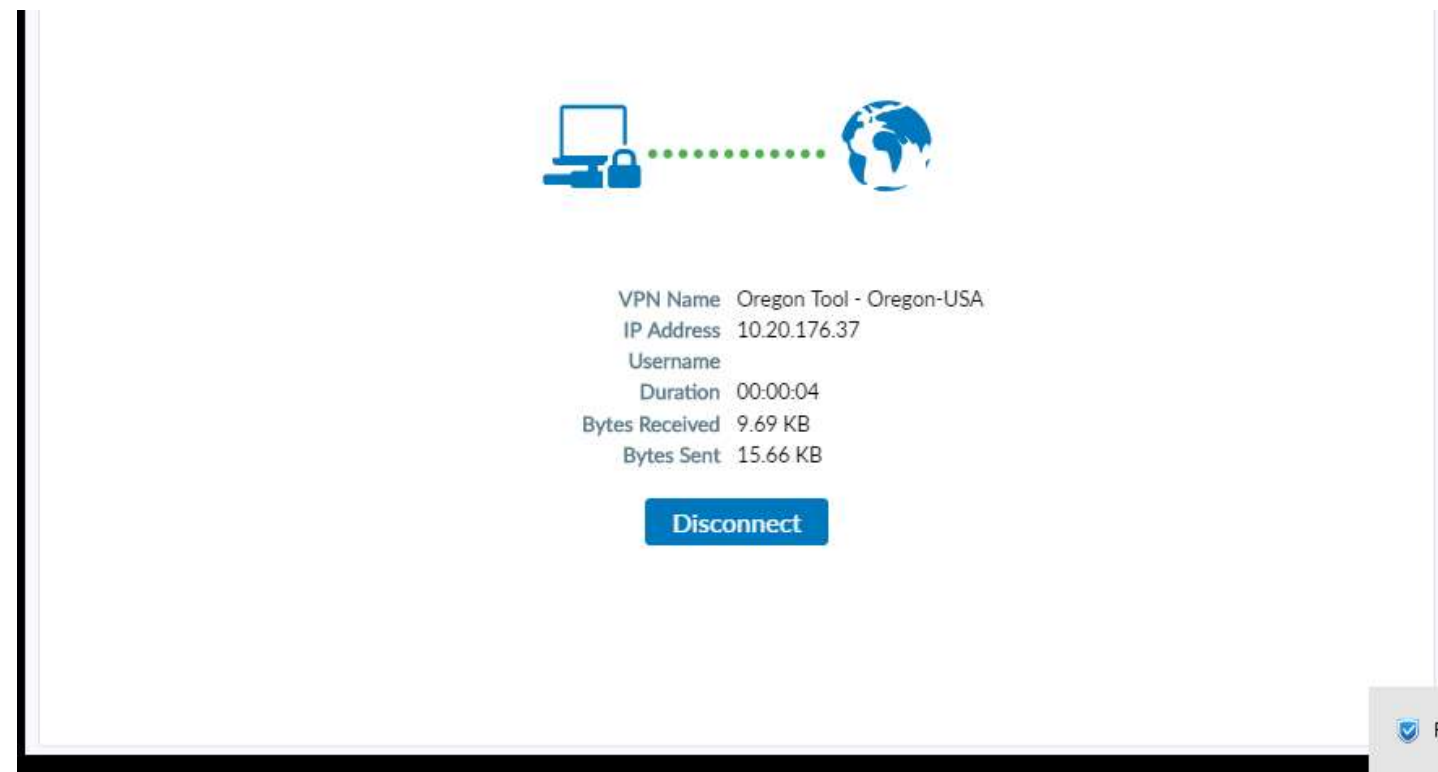
i.



7. Now you are connected with VPN
8. As you see status of connection



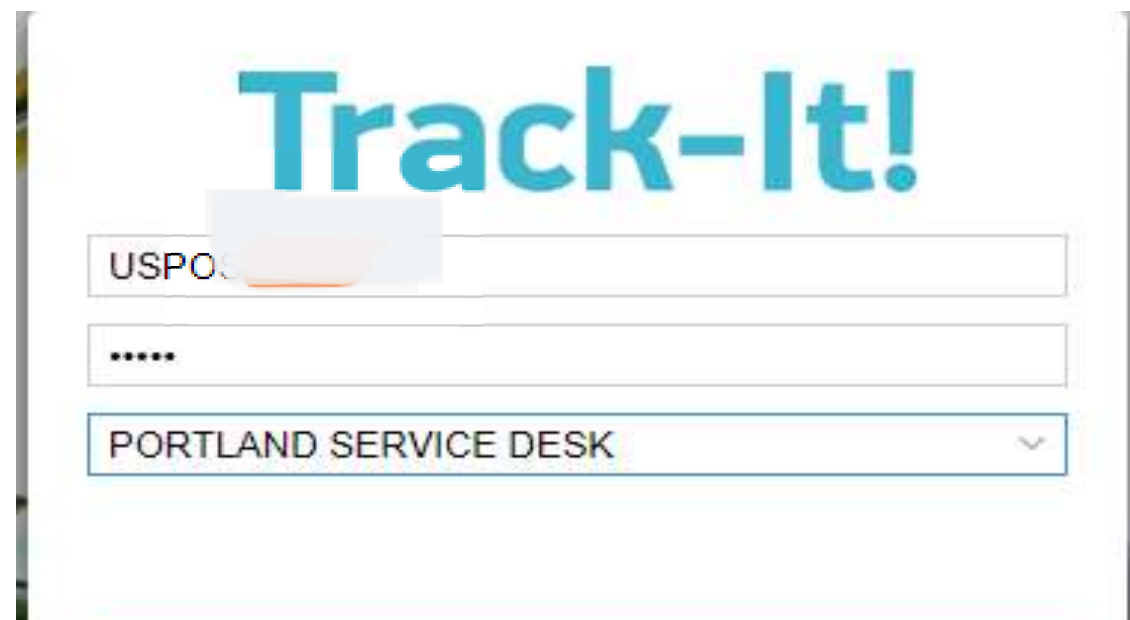
i.



Second Phase to open Trackit : -

9. Open Web browser
10. Click on the URL :- <http://trackit.oregontool.services/TrackIt/ApplicationController/Main>
11. Trackit interface
12. Enter your username and password
13. In group select PORTLAND SERVICE DESK
14. Click on login

a.





15. Click on hamburger symbol
16. Then Click on help desk to open buckets of tickets
17. Three bucket as shown in image
18. FRAG SERVICE DESK
19. KANSAS CITY SERVICE DESK
20. PORTLAND SERVICE DESK
21. Overview of trackit page

1.

Status	Assigned To Group	Assigned To Full Name	Category Full Path	Expected Due Date & ...	Asset Name	Department
Awaiting U...	FRAG SERVICE DESK	Jim Lauer	Software->HFA			US4A Mate...
Awaiting V...	FRAG SERVICE DESK	Jim Lauer	Software			US4A Ag &...
Open	FRAG SERVICE DESK	Adam Thrasher	Communication			US09 FOX ...
Awaiting U...	FRAG SERVICE DESK	Jim Lauer	Software->HFA			US4C Mat...
Open	FRAG SERVICE DESK	Nelson Molina	SAP->Finance			US00 Dad...
Open	FRAG SERVICE DESK	Jim Lauer	Hardware			US4A Regl...
Awaiting V...	FRAG SERVICE DESK	Adam Thrasher	Mobile Device (Cell Phones)			US4A Netw...
Awaiting V...	FRAG SERVICE DESK	Adam Thrasher	Hardware->Computer			UC4C Mfg ...
Open	FRAG SERVICE DESK	Terrance Fugan	Hardware			US4A Mate...
Open	FRAG SERVICE DESK	Jim Lauer	SQL		USOIPC16021	US4A Natw...
Open	FRAG SERVICE DESK	Jim Lauer	Software->HFA			US4A Credit...
Awaiting U...	FRAG SERVICE DESK	Jim Lauer	Software			US4C Mat...
Awaiting U...	FRAG SERVICE DESK	Jim Lauer	Software->HFA			US4A Pricing
Pending Ap...	FRAG SERVICE DESK	Jim Lauer	SAP->SAP Security->Configure			US00 Glob...
Open	FRAG SERVICE DESK	Don Reis	Software			US4A Regl...
Open	FRAG SERVICE DESK	Adam Thrasher	Hardware->Keyboard			US4A Asse...
Awaiting V...	FRAG SERVICE DESK	Jim Lauer	SAP Reports->Business Objects/Cryst...			US4A Cust...
Open	FRAG SERVICE DESK	Don Reis	Web Apps			US4A Regl...
Open	FRAG SERVICE DESK	Jim Lauer	Software->HFA			US4C Mat...
Open	FRAG SERVICE DESK	Jim Lauer	Web Apps			US4A Deal...

62839 - Monitor

Category: Hardware

Requestor: Becky Stults

Linked Ticket Note

Email received: [REPLY 06/09/21 20:07:12 \(8:55AM\) System/Account...](#)

Note Type : Ticket Description

Note :

Purchased an Acer monitor. Updated my system this morning and now my computer will not connect to my new monitor. What do I need to do? I have shut down the system and rebooted. Still am not able to reconnect.

Becky Stults | Material Specialist – Farm, Ranch & Agriculture Division/Lawn & Garden

Woods Equipment Company | 2606 S. Illinois Route 2 | Oregon, IL 61051

Phone: 815-732-9599 | Fax: 815-732-9518

Email: becky.stults@woodsfood.com

A picture containing

DMS - All current Open Division (USPOSCAKINS) DMS - PDX Closed in Last 7 Days (USPOSCAKINS) DMS - PDX Opened in Last 7 Days (currently Open... EUR - All Tickets for EURINFRA (BEMBDGENICOT) EUR - All Tickets for MIGTEAMS (BEMBDGENICOT) EUR - closed tickets for BE Users (BEMBDGENICOT) EUR - closed tickets for Civray (BEMBDGENICOT) EUR - Locked Accounts This Month (BEMBDGENICOT)			migrate all Xibo signage to USMAVXIBO01
			HFA - ATO order
			SAP Issues - Dispute Management and FBL5N
			Local Printer
			WiFi Maintenance Phones
			Computer lockup problems again
52839	1/22/2022 12:05:38 AM	Becky Stults	Monitor
53365	1/28/2022 10:15:32 PM	Jim Lauer	Access to BMCTrackIt database on USMAVSQL
53558	2/1/2022 10:05:23 PM	Sandy Reynolds	CE HFA Quotes converted to SI orders

24. As shown this fig there are ticket id and requestor and status of the ticket whether it assign or not

28519	1/21/2021 8:46:54 PM	Bruce Kralmer	HFA System Issue - Tooth Upgrade Charges	Awaiting U...	FRAG SERVICE DESK
32616	4/1/2021 5:29:12 PM	Lisa Jacobsen	Ag Dealer Portal Logo Update	Awaiting V...	FRAG SERVICE DESK
33337	4/14/2021 6:08:44 PM	Mark Boyle	Adding dates to HFA import	Awaiting U...	FRAG SERVICE DESK
44987	10/1/2021 6:20:56 PM	Jeff Janke	Drawing viewers on fork trucks and WORC stations are corrupt	Awaiting V...	FRAG SERVICE DESK
45566	10/8/2021 7:55:32 PM	Luke Weintz	Migrate all Xibo signage to USMAVXIBO01	Open	FRAG SERVICE DESK
47039	10/29/2021 6:59:19 PM	Deniale Steffen	HFA - ATO order	Awaiting U...	FRAG SERVICE DESK
47480	11/5/2021 2:10:29 AM	Lizet Dixon	SAP Issues - Dispute Management and FBL5N	Open	FRAG SERVICE DESK
47623	11/8/2021 5:26:54 PM	Matthew Fagnani	Local Printer	Open	FRAG SERVICE DESK
49196	11/30/2021 7:49:46 PM	Jim Lauer	WiFi Maintenance Phones	Awaiting V...	FRAG SERVICE DESK
49910	12/9/2021 2:09:04 AM	Scott Buss	Computer lockup problems again	Awaiting V...	FRAG SERVICE DESK
52839	1/22/2022 12:05:38 AM	Becky Stults	Monitor	Open	FRAG SERVICE DESK
53365	1/28/2022 10:15:32 PM	Jim Lauer	Access to BMCTrackIt database on USMAVSQL05 for Report Development	Open	FRAG SERVICE DESK
53558	2/1/2022 10:05:23 PM	Sandy Reynolds	CE HFA Quotes converted to SI orders	Open	FRAG SERVICE DESK
53562	2/1/2022 10:46:53 PM	I ori Kizewski	Snapshot Shortage Report - Can't find project or library	Awaiting U...	FRAG SERVICE DESK

25. You can see status type like O for *open* tickets and C for *close* tickets

Manage Filters

Assigned To Group equals FRAG SERVICE DESI + X

☐ And ☒ Or

Assigned To Group equals KANSAS CITY SERVI + X

☐ And ☒ Or

Assigned To Group equals SYSTEM ADMINISTR. + X

☒ And ☐ Or

Status Type equals O + X

Apply Cancel

26. Now we open one ticket which is not assigned to anybody

27. And we assigned that ticket

a.

28519	1/21/2021 8:46:54 PM	Bruce Kralmer	HFA System Issue - Tooth Upgrade Charges	Awaiting U...	FRAG SERVICE DESK
32616	4/1/2021 5:29:12 PM	Lisa Jacobsen	Ag Dealer Portal Logo Update	Awaiting V...	FRAG SERVICE DESK
33337	4/14/2021 6:08:44 PM	Mark Boyle	Adding dates to HFA import	Awaiting U...	FRAG SERVICE DESK
44987	10/1/2021 6:20:56 PM	Jeff Janke	Drawing viewers on fork trucks and WORC stations are corrupt	Awaiting V...	FRAG SERVICE DESK
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47480	11/5/2021 2:10:29 AM	Lizet Dixon	SAP Issues - Dispute Management and FBL5N	Open	FRAG SERVICE DESK
47623	11/8/2021 5:26:54 PM	Matthew Fagnani	Local Printer	Open	FRAG SERVICE DESK
49195	11/30/2021 7:49:46 PM	Jim Lauer	WiFi Maintenance Phones	Awaiting V...	FRAG SERVICE DESK
49910	12/9/2021 2:09:04 AM	Scott Buss	Computer lockup problems again	Awaiting V...	FRAG SERVICE DESK
52839	1/22/2022 12:05:38 AM	Becky Stults	Monitor	Open	FRAG SERVICE DESK
53365	1/28/2022 10:15:32 PM	Jim Lauer	Access to BMCTrackIt database on USMAVSQL05 for Report Development	Open	FRAG SERVICE DESK
53558	2/1/2022 10:05:23 PM	Sandy Reynolds	CE HFA Quotes converted to SI orders	Open	FRAG SERVICE DESK
53562	2/1/2022 10:46:53 PM	Lori Kizewski	Snapshot Shortage Report - Can't find project or library	Awaiting II	FRAG SERVICE DESK

28. Check if there any documentation attach.

29. As you see in below fig requester give some description about his issue.

30. This ticket have ticket id, requester name, email id, phone no and all related details of the requester are available

a.

Ticket ID52679

Save Ticket

Requestor Information

Requestor NameBecky Stults

Emailbecky.stults@oregontool.com

Alternate Emailbecky.stults@oregontool.com

Phone+1815-732-0500

Alternate Phone

DepartmentUS4A Materials II

LocationWoods Oregon Operations

Asset Name

Ticket Information

SummaryMonitor

CategoryHardware

Priority

StatusOpen

Ticket SourceEmail

Due

Responded

Expected Response

Expected Fix

Technician Information

TechnicianTerrance Fugler

GroupFRAG SERVICE DESK

Phone

Opened BySystem Account

Change Information

Change ID

Change Summary

Status

Purchase Order Information

PO Number

Status

Notification Information

Email Cc

Email Bcc

Service Information

Service Agreement

☐ SLA Milestones Complete

Solution Information

Solution ID

☐ First Call Resolution

Ticket Notes

Assignments

Attachments

Notes Duration / 000:00:00:46

User

(Any activity performed in this section is automatically saved.)

Now

Date	Technician	Activity Code	Note Type	Note	Duration
1/22/2022 12:...	System Acco...	Email received	Ticket Descript...	Purchased an Acer monitor. Updated my system this mor... More...	000:00:00:00

Help Desk

BLT-Ticket #52679

Ticket ID52679

Save Ticket

Requestor Information

Requestor NameBecky Stults

Emailbecky.stults@oregontool.com

Alternate Emailbecky.stults@oregontool.com

Phone+1815-732-0500

Alternate Phone

DepartmentUS4A Materials II

LocationWoods Oregon Operations

Asset Name

Ticket Information

SummaryMonitor

CategoryHardware

Priority

StatusOpen

Ticket SourceEmail

Due

Responded

Expected Response

Expected Fix

Technician Information

TechnicianTerrance Fugler

GroupFRAG SERVICE DESK

Phone

Opened BySystem Account

Change Information

Change ID

Change Summary

Status

Purchase Order Information

PO Number

Status

Notification Information

Email Cc

Email Bcc

Service Information

Service Agreement

☐ SLA Milestones Complete

Solution Information

Solution ID

☐ First Call Resolution

Ticket Notes

Assignments

Attachments

Notes Duration / 000:00:00:46

User

(Any activity performed in this section is automatically saved.)

Now

Date	Technician	Activity Code	Note Type	Note	Duration
1/22/2022 12:...	System Acco...	Email received	Ticket Descript...	Purchased an Acer monitor. Updated my system this mor... More...	000:00:00:00

Help Desk

BLT-Ticket #52679

Purchased an Acer monitor. Updated my system this morning and now my computer will not connect to my new monitor. What do I need to do? I have shut down the system and rebooted. Still am not able to reconnect.

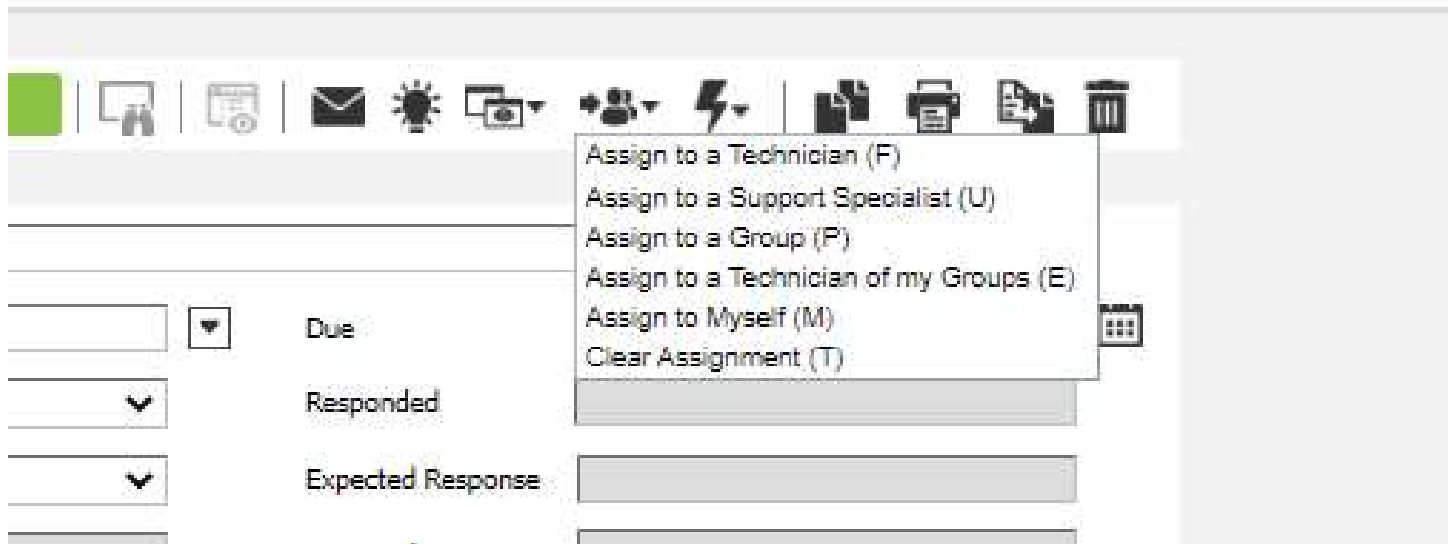
Becky Stults | Material Specialist – Farm, Ranch & Agriculture Division/Lawn & Garden

Woods Equipment Company | 2606 S. Illinois Route 2 | Oregon, IL 61061

Phone: 815-732-9599 | Fax: 815-732-9518

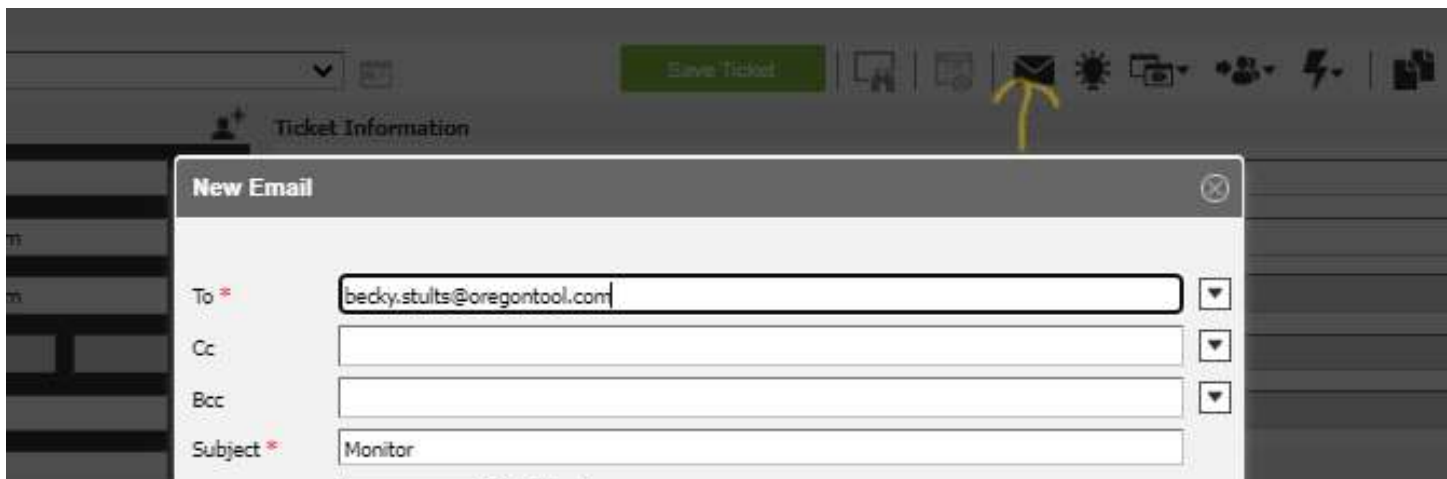
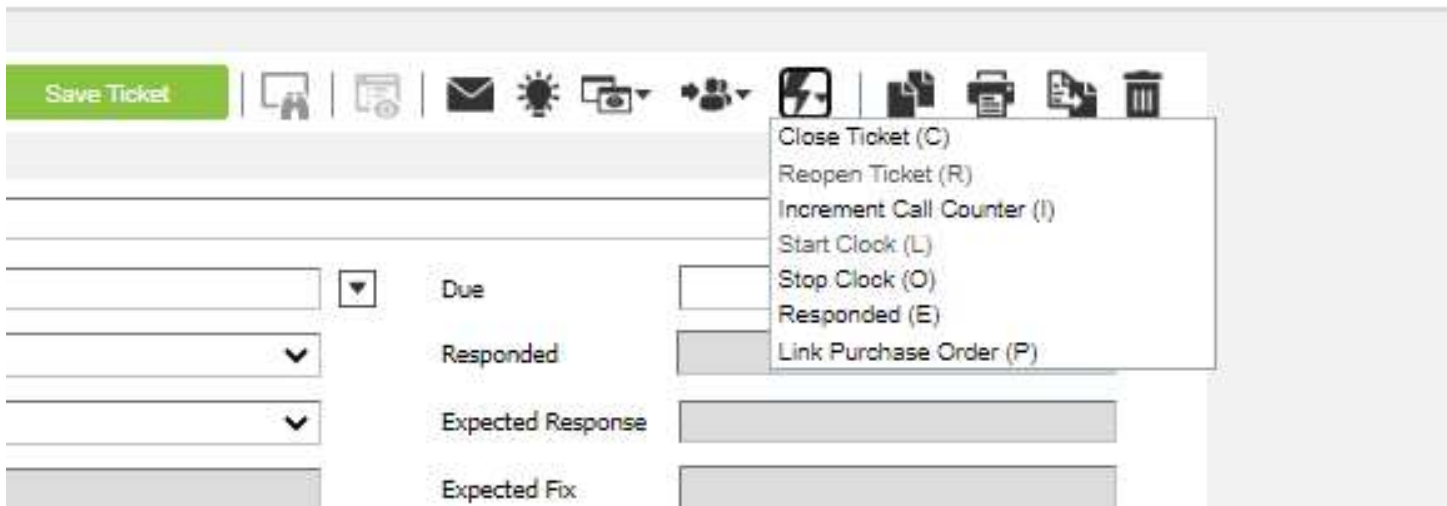
Email: becky.stults@oregontool.com

31. You can Assign to yourself or else you can assign to others as shown in fig



32. After assigning ticket if ticket issue solved you can close that ticket

33. Drop message to requester as you solved his issue



Attachments: Choose File No file chosen [Select attachment\(s\) from Ticket](#)

B **I** **U** **S** Format - Size - **A** -

Paragraphs: 0, Words: 0

[Insert in the message body](#)

Send

⏪ ⏩

AG SERVICE DESK

stem Account

tion

First Call Resolution

omatically saved.)

Duration

More...

000:00:00:00

n, Ranch & Agriculture Division/Lawn & Garden