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1 Helpdesk Ticketing System User Manual

All helpdesk-related functionality items are located in the main navigation bar underneath the *Helpdesk* menu. Refer to Figure 1.

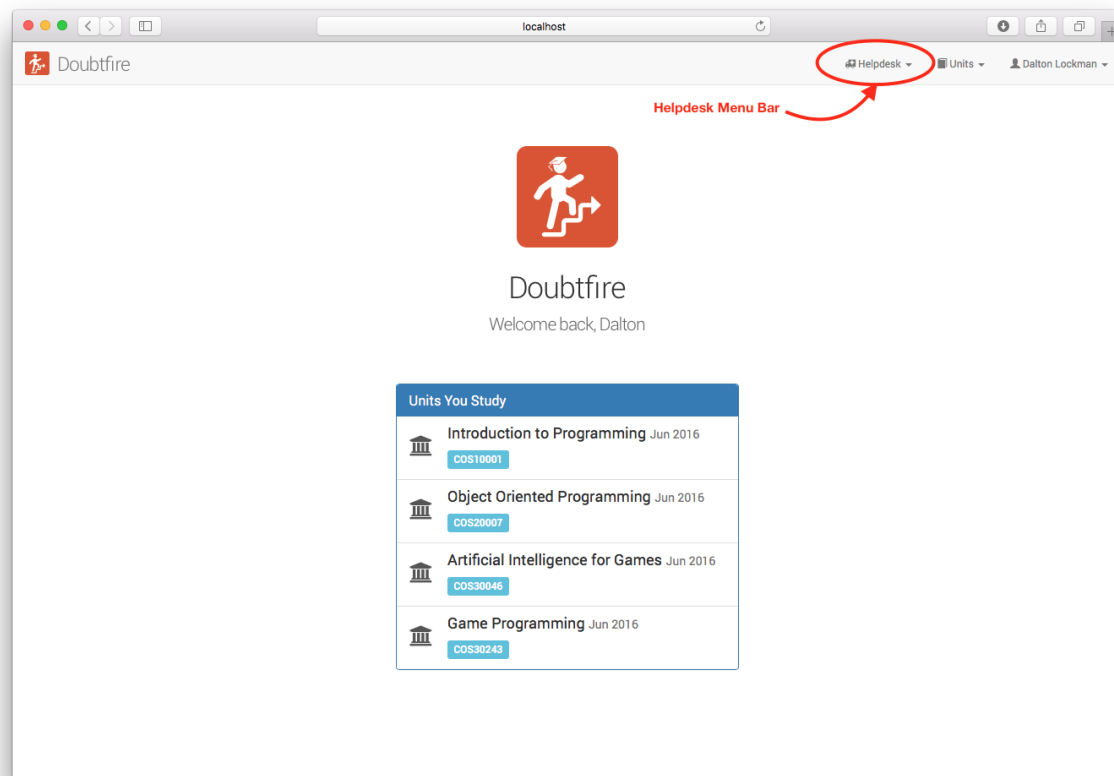


Figure 1: Helpdesk menu

Clicking on this will reveal all things you can do either as a student or as a staff member.

1.1 For students

1.1.1 Creating tickets

Creating tickets is the way in which you can request a tutor to get your assistance. No longer do you need to raise your hand up. Doubtfire can do this all for you!

Underneath the helpdesk menubar, click on the *Submit a Ticket* link as illustrated in Figure 2.

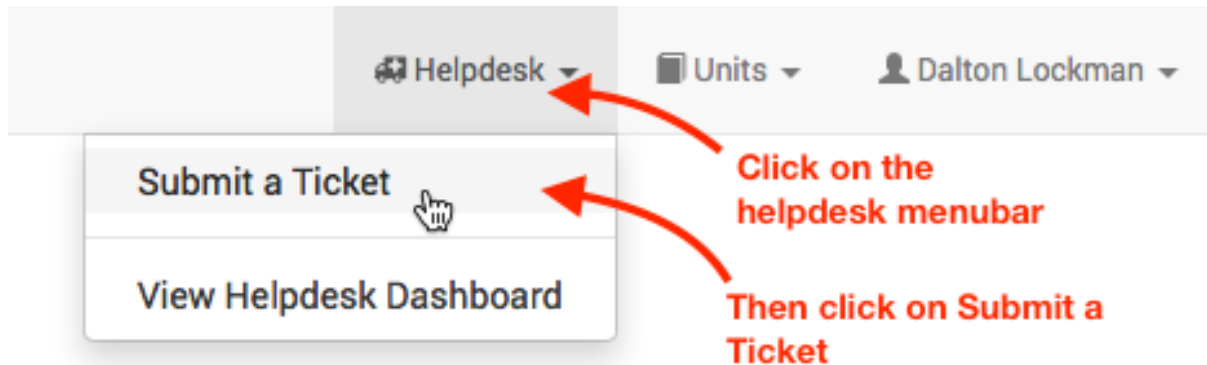


Figure 2: Submit ticket link from the helpdesk menu

This will present you with a modal dialog menu from which you can enter in:

1. the unit you would like assistance with,
2. the task you would like assistance with, and
3. any additional comments you would like help with.

This is shown in Figure 3 below.

Submit a Ticket

Having trouble with something? Get help from a tutor at the programming helpdesk, located at ATC620.

The screenshot shows a web form for submitting a ticket. It has three main sections: Unit, Task, and Description. The Unit section has a dropdown menu with 'COS10001 Introduction to Programming' selected. The Task section has a dropdown menu with 'Select Task' selected. The Description section has a text area with the placeholder 'Enter description'. At the bottom right of the Description text area are an eye icon and a question mark icon. At the bottom of the form are two buttons: 'Close' and 'Submit Ticket'. Red arrows point from text labels to these elements: 'Unit you need help with' points to the Unit dropdown, 'Task you need help with' points to the Task dropdown, 'Ticket description' points to the Description text area, and 'Submits the ticket' points to the 'Submit Ticket' button.

Unit COS10001 Introduction to Programming ▾

Task Select Task ▾

Select a task that you want help with, or leave blank if you have a general question.

Description

Enter description

Give the tutor some context to your issue by providing a description of your question.

Submits the ticket

Close + Submit Ticket

You can choose to leave items 2 and 3 out as optional. For example, if you only need help with setting up your laptop with the unit's required software, you can skip the task and simply add some comments such as that displayed in the screenshot below.

Simply select the unit you would like help with from the dropdown and the task also, if applicable. The description can accept Markdown-formatted text, so you can even submit code snippets if you want. Refer to the illustration in Figure 4. You can preview your description by clicking the eye icon, or if you need help with Markdown formatting, click on the question-mark.

Description

```
I keep getting this compiler  
error: `clang: error: no input  
files`. I added a file?
```



Give the tutor some context to your issue by providing a description of your question.

Figure 3: You can add Markdown-formatted code to your description

Once you submit your ticket, as illustrated by the green button in Figure 3, the navigation bar will display an orange ticket symbol indicating that you have a helpdesk ticket open.

Hovering over the ticket will show how long the ticket has been open for (Figure 5), and clicking it will show the *View Open Ticket* modal. Refer to the following section for more details about this modal.

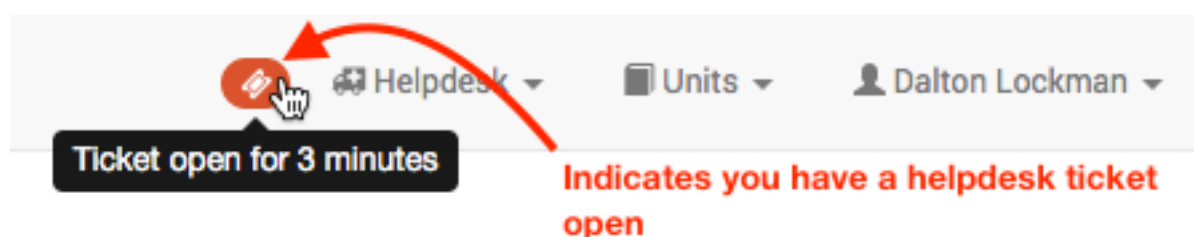


Figure 4: Hovering over a ticket will indicate how long that ticket has been open for

1.1.2 Closing a ticket

If you need to leave the helpdesk or no longer need assistance, you should close your ticket so that a tutor doesn't come around to you to help you when they don't need to. Follow the steps below to close a ticket.

Underneath the helpdesk menubar, click on the *View Open Ticket* link as illustrated in Figure 6.

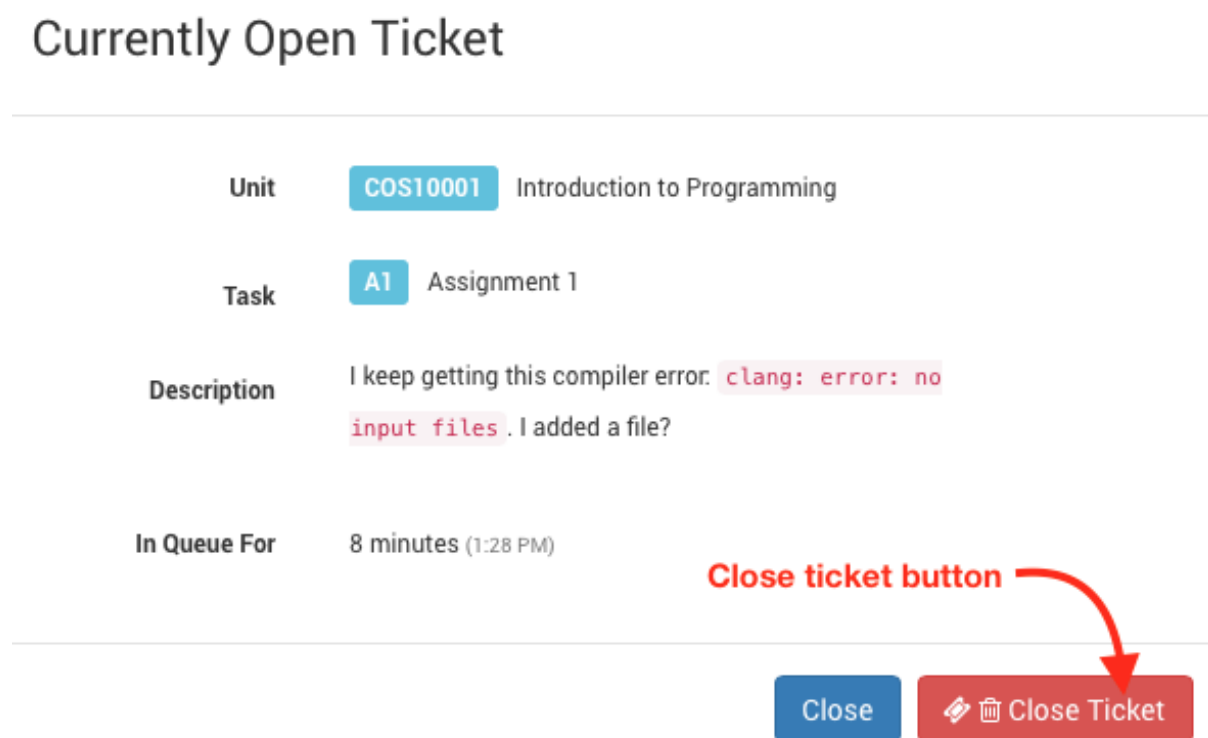


Figure 5: Opening the View Open Ticket link

The *Currently Open Ticket* modal should appear (Figure 7). From here, you can:

- view the details of your ticket which you entered when you created it,
- view how long you have been in queue for, and
- close your ticket.

When you click the close ticket button, a confirmation message will appear that confirms if you want to close your ticket. Note that if you do, you will have to rejoin the queue from the back of the queue if you want to make a new ticket.

Currently Open Ticket

Unit	COS10001 Introduction to Programming
Task	A1 Assignment 1
Description	I keep getting this compiler error: clang: error: no input files . I added a file?
In Queue For	8 minutes (1:28 PM)

Close

Close ticket button

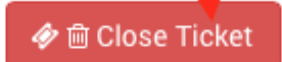


Figure 6: Currently Open Ticket Modal

1.2 For staff

1.2.1 Clocking on

When you are ready to start working at the helpdesk, navigate to the helpdesk main menubar, click on it and then click on the *Clock On* link. This is shown in Figure 8.

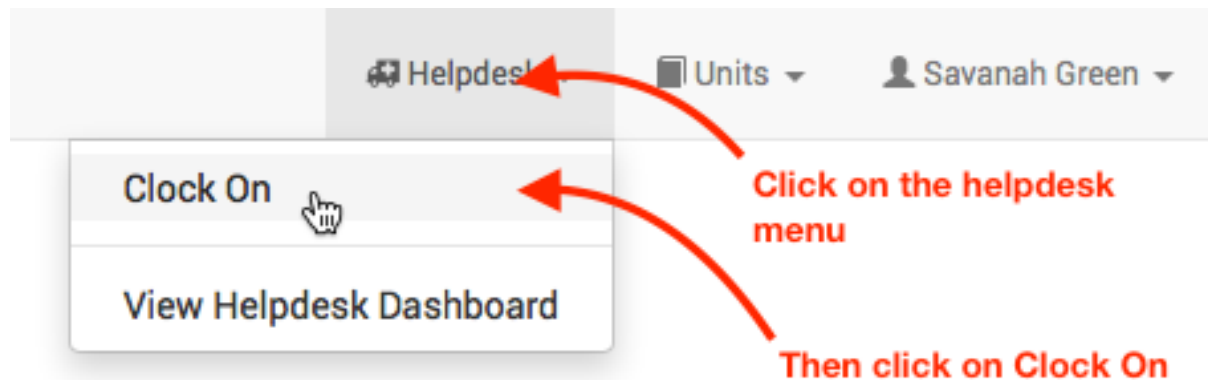


Figure 7: Clock On Link

The *Clock On* modal will then appear. Simply enter in the number of hours you are working for in decimal format and click the green clock on button. The helpdesk ticketing system will automatically clock you off after the work time you have entered in.

In the example shown in Figure 9, the user has entered 3 hours and 15 minutes. This is because 0.25 in hours is 15 minutes. There are some restrictions on this entry such as:

1. working more than 8 consecutive hours is not allowed,
2. you must work for more than 15 minutes, and
3. you can't enter in invalid data such as non-numeric characters.

Clicking the clock on button will clock you on, and this is indicated with the orange clock icon shown next to the helpdesk. You can see how long you have left in your shift by hovering over this icon (Figure 10). Clicking this icon will display the current shift modal (see the following section for more).

During this time, you can resolve tickets by viewing the dashboard.

Clock on to the helpdesk

Please enter how long you are working at the helpdesk for.

hours

You will be automatically clocked off at **05:03 pm**, but you can manually clock off at an earlier time.

Figure 8: Clocking onto the helpdesk requires you to enter in your work hours

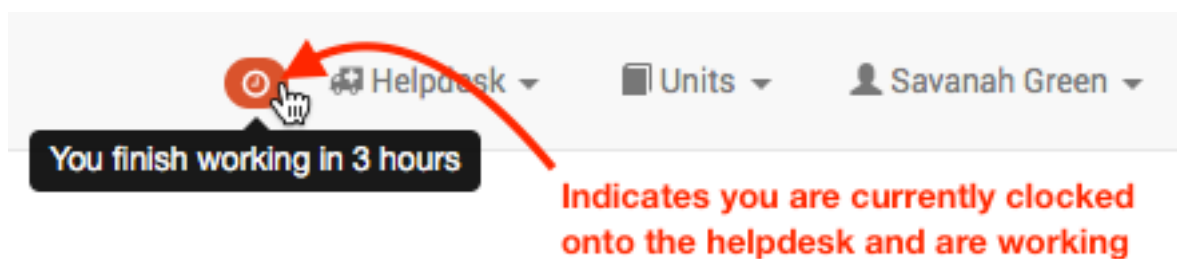
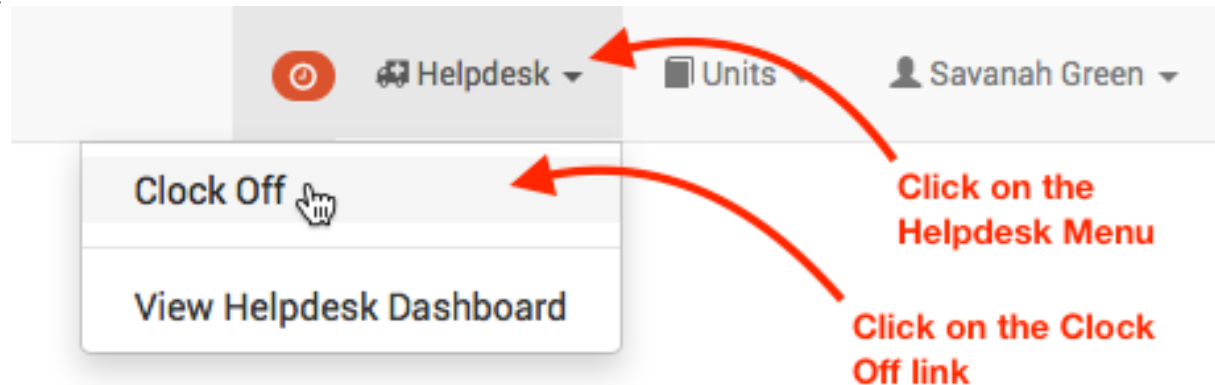


Figure 9: Hovering over the shift icon tells you when the helpdesk will clock you off automatically

1.2.2 Clocking off

If you need to leave the helpdesk immediately before the end of your shift, you can prematurely clock off.

To do so, click on the helpdesk menubar and then the clock off link as shown in Figure 11.



The *Clock Off* modal should then appear. From here you can see how long you have left in your helpdesk shift. To clock off prematurely, click the red clock off button as shown in Figure 12.

Clock off from the helpdesk

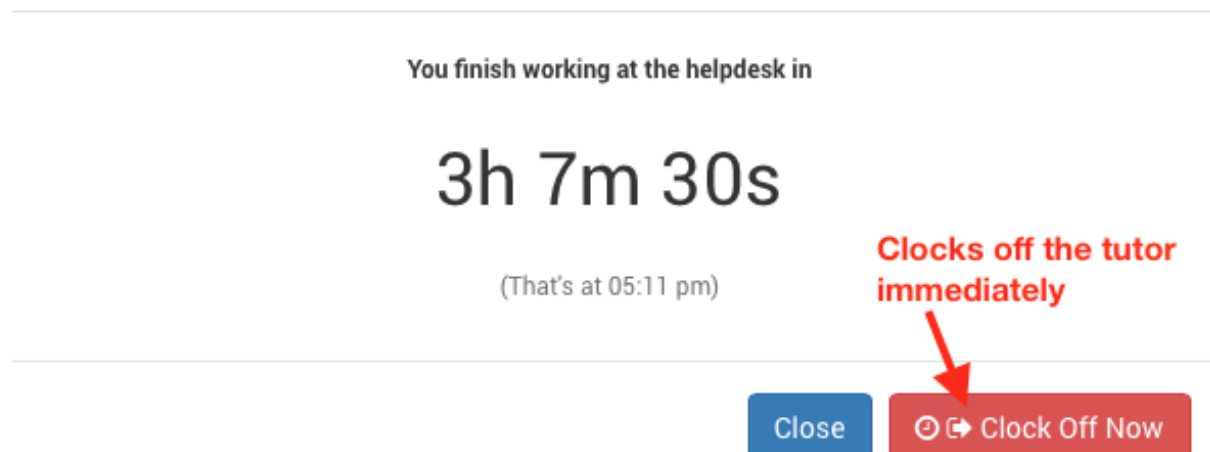


Figure 10: Clock off immediately

Clicking this button will warn you with a confirmation modal. Confirming on the confirmation modal will clock you off from the helpdesk immediately before your original automatic clock off time.