# ENGINEER HELPDESK PROCEDURE

STANDARD PROCEDURE TO UPDATE AND CLOSE HELPDESK TICKETS
HTTPS://HELPDESK.CHELTENHAMLADIESCOLLEGE.CO.UK

TL;DR

Engineers have tickets assigned by their managers, these illustrated instructions explain how an engineer can view, update and close any tickets they are assigned on the Helpdesk (https://helpdesk.cheltenhamladiescollege.co.uk)

LOG IN

To log in to the Helpdesk, visit https://helpdesk.cheltenhamladiescollege.co.uk.

You can do this from any internet connected computer on site, from home or on your mobile device.

College issued mobile devices also have an app on the springboard labeled "Helpdesk" pressing this opens the browser and takes you to Helpdesk.

You will be presented with a login box. Enter your College username & password (if you are unsure of these details, contact IT support)

## DEFAULT VIEW

Once you have logged into Helpdesk you are presented with a list of tickets your manager has assigned to you for completion.

On a mobile device this appears at the top of the page, on a desktop computer to your left.

You are also presented with the oldest outstanding ticket you have been assigned.

## UPDATE A TICKET

To update a ticket, firstly you can view an ticket by clicking the title or view icon from your 'Assigned Tickets' List at the top of the page.

| | |
|---|---|
| updated css to improve readability... | @ |
| Parents Portal... | @ |
| Fixed ordering bug on new holder for guild... | @ |
| line spacing on splash... | @ |

All of the details provided by the user are available by scrolling down, any additional information provided by your manager is also provided in the ticket (this may include information such as, room availability or parts required)

Ideally at this point you would have enough information to complete the task, however this is not always the case. To update the call requesting more information from the user, scroll to the bottom, enter your query into the 'update box' and press 'update'

The user who added the ticket will be emailed asking them to update the ticket answering your question.
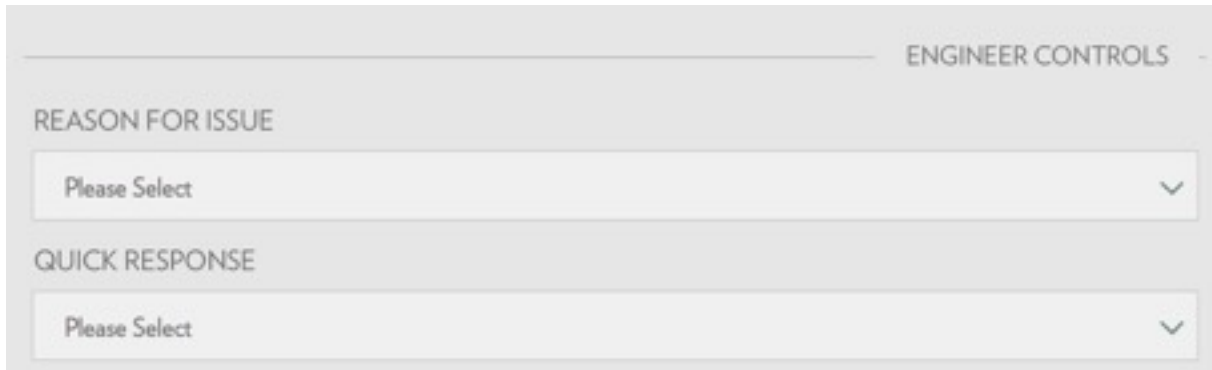
UPDATE TICKET

PICTURE OR SCREENSHOT

Choose File    no file selected

You can also use the camera on your mobile device to take pictures and send them back to the user if something is difficult to explain.

To save typing as your mobile screen is small, under the update box is a dropdown that contains some pre created responses to users. by selecting one of these, the update box is updated with the message to save you typing, this can then be modified if you wish.



Engineers also have the ability to select a reason for the issue, things like Vandalism, or Standard wear, e.t.c this then can be used by management to create reports and you are encouraged to where possible provide a reason for the issue when updating your tickets. (users cannot see your reason, so you don't need to worry about putting 'user error' as an option)

HOLD TICKET

If you need to stop working on a ticket for an extended period, for example, you cannot access the room till the holiday period putting the ticket on hold is a way to freeze the ticket.

To do this enter your reason for the delay into the update box, then press Hold.

The ticket remains in your list, but managers & user are made aware the ticket is on Hold and why.

ESCALATE TICKET

Escalate works in exactly the same way Hold ticket does, enter your reason into the update box and click escalate.

Escalate is design to notify you manager about anything requiring higher level of action. your manager then has the ability to update the ticket directly, providing further instructions or taking action themselves.

for example, the job you are working on requires parts, you can escalate this call explaining the parts required. Your manager can then order the parts and when they arrive the ticket will be updated and sent back to you detailing the parts location so you can continue with the ticket.

CLOSING THE TICKET

Once your ticket has been completed you need to close the ticket, enter a message into the update box explaining you have completed the work and you can provide a photo of the completed work if necessary.

Finally press 'Close'

At this point the ticket is removed from your list of jobs, and the user will get an email, you can then select your next job that has been assigned by your manager.