USER HELPDESK PROCEDURE

STANDARD PROCEDURE TO ADD AND UPDATE A HELPDESK TICKET
HTTPS://HELPDESK.CHELTENHAMLADIESCOLLEGE.CO.UK

TL;DR

This document contains a step by step illustrated guide on creating tickets, updating tickets & closing tickets using the College Helpdesk system located at https://helpdesk.cheltenhamladiescollege.co.uk

GETTING TO HELPDESK

Helpdesk is a web application meaning you can use the system on any device that has a modern web browser. Common devices in College would be your office desktop computer, iPad or mobile phone.

Each device has its own way to connect to the internet, Usually an icon such as internet explorer, chrome or safari can be clicked or you need to enter the following URL in the address bar (https:// helpdesk.cheltenhamladiescollege.co.uk)

Assuming you have done this correctly you will be presented with the Helpdesk login page.

You can bookmark this address for easy access at a later point. College machines also have the Helpdesk link available from the College home page. (if you are unsure how to do either of these please contact IT Support)

LOGGING INTO HELPDESK

The first page you are presented with has a simple form asking for a username and password

You should enter your college username and college password. You **do not** need to prefix your username with clc\ enter your details exactly as you would logging onto any computer.

DEFAULT VIEW

Once logged in successfully you will be presented with the default view. The left hand side shows you a list of the tickets you have created on the Helpdesk system

YOUR TICKETS

CLOSED	transfer over old news ready for launch...	
CLOSED	removed old citrix from distance learning...	
CLOSED	removed end of term options from form...	

You can see the status of your ticket (open / on hold / escalated / closed), the title you have given your ticket and a button to view the full ticket details

To view the details of any tickets you have created click the view icon.

On the right side of your screen you have an empty form so you can add new tickets.

ADDING A NEW TICKET

To create a new ticket for the various departments in College, complete the form, any fields that are required will highlight themselves in red as you complete the form.

ADD TICKET

YOUR CONTACT DETAILS -

YOUR NAME

goodeej

YOUR EMAIL

goodeej@cheltenhamladiescollege.co.uk

TELEPHONE / MOBILE NUMBER

LOCATION OF ISSUE -

BUILDING

Please select ⌄

ROOM OR PLACE

SCOPE OF ISSUE -

URGENCY

None ⌄

SEVERITY

Alternative is available ⌄

DEPARTMENT -

The more information you can provide the engineers the quicker they will be able to investigate your issue. For example; asking for a new ink cartridge for your printer, but not letting the engineer know which room the printer is in, colour ink cartridge you require, printer model all slows do the process.
A full list of departments you can report Helpdesk tickets to are as follows:
- IT Support
- Audio Visual
- Web Development
- Maintenance
- Estates
- Grounds & Gardens
- Porters
- Photographer
- Data Manager
- Theatre Technicians
- Medical Centre
- Archivist

Please try to ensure you report your ticket to the correct department. Again, selecting the wrong department may result in a delay while your ticket is forwarded to the correct person to deal with the issue.
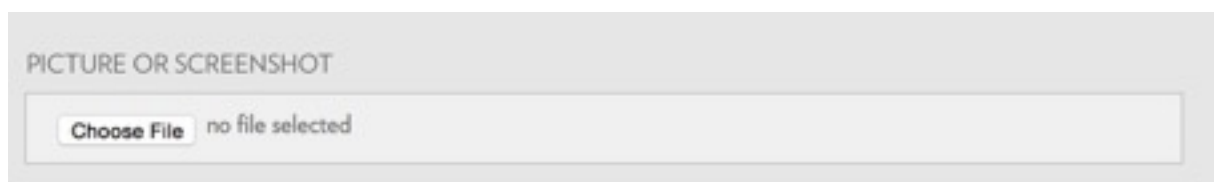
REPORT TO THIS DEPARTMENT

IT Support ⌄

IT Support helpdesk can be used to log any computer or network issues, things like computer programs not working or wireless in an area not working.

Please use Audio Visual to log photocopiers or printers problems, Webdev should be used for issues with college websites.

If you are unsure which department, select a department in the form and you will be shown a paragraph explaining what the department does and an example ticket.
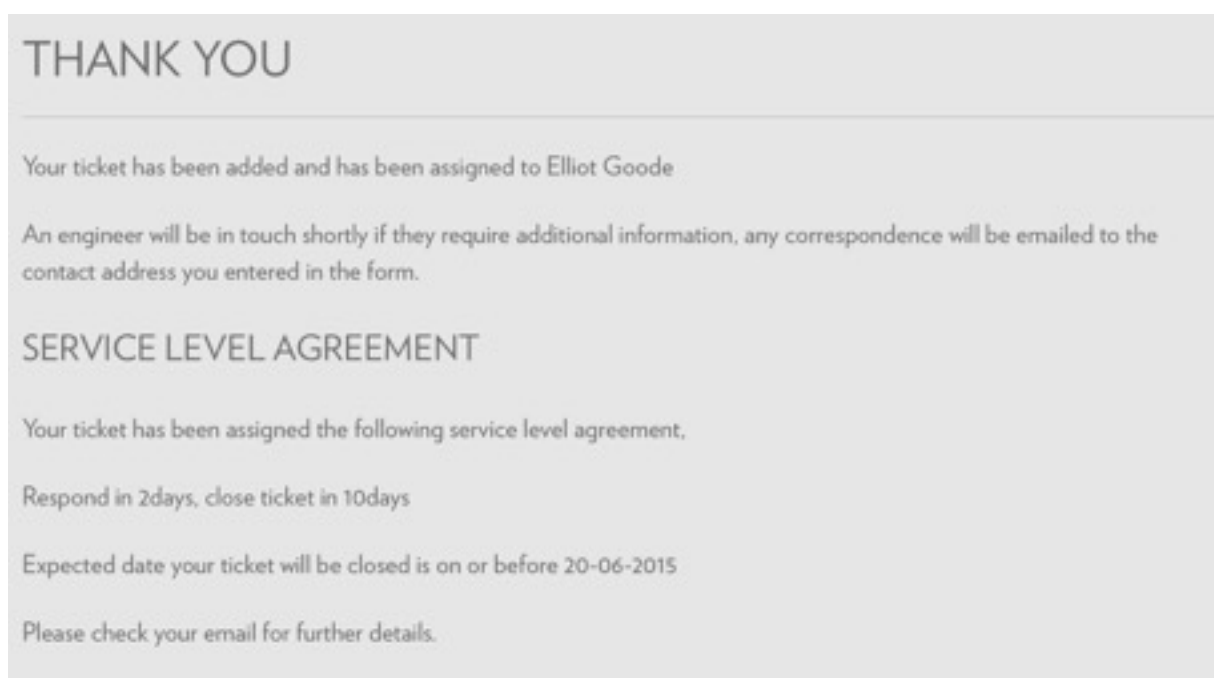
If your ticket requires an image to be attached, you can take a photo using your smartphone or camera and attach it to the Helpdesk ticket at the bottom of the form. A photo can help an engineer understand the problem much easier than a text based description.

PICTURE OR SCREENSHOT

Choose File   no file selected

Once you have completed the form in full and have clicked submit at the bottom, you are shown which engineer your ticket has been assigned and an expected service level agreement dependent on which options you selected in the form.

THANK YOU

Your ticket has been added and has been assigned to Elliot Goode

An engineer will be in touch shortly if they require additional information, any correspondence will be emailed to the contact address you entered in the form.

SERVICE LEVEL AGREEMENT

Your ticket has been assigned the following service level agreement,

Respond in 2days, close ticket in 10days

Expected date your ticket will be closed is on or before 20-06-2015

Please check your email for further details.

Once your ticket has been added you can return to Helpdesk at any time to check the progress of the ticket. Your tickets will appear on the default page when you log in on the left hand side.

Any updates to the ticket by the College engineer will be emailed to you

If you need to update the details in the ticket, or the engineer asks you a specific question related to the ticket you can update the ticket at any time by logging into Helpdesk and click the ticket name on the left and side.

Enter your response to the engineer in the update field and click update.

UPDATE TICKET   -

PICTURE OR SCREENSHOT

Choose File   no file selected

Updates from the engineer and your updates are all stored in the ticket as a threaded conversation. All items and activity are date and time stamped

PLEASE CAN WE HAVE A PHONE INSTALLED WITHIN THE WORKS MESS ROOM

please can we have a phone installed within the works mess room here at Elizabeth House , can this be looked into and can I be advised if possible and of any cost involved

I will take a look into this for you.

update by taylorsa, 28/05/15 08:47

Hi John, it will cost approx £300 to get this installed, this covers all the equipment and cabling and networking.

update by taylorsa, 28/05/15 09:27