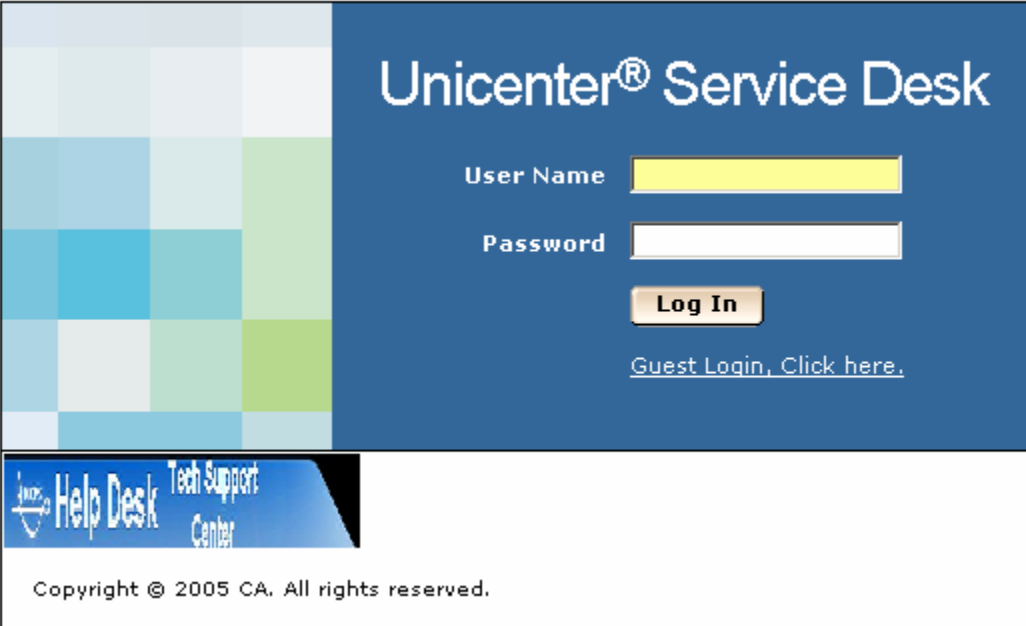


**Unicenter Service Desk v11 (USD)**  
Training Materials for Analysts



The image shows the login interface for Unicenter Service Desk v11. It features a blue header with the title 'Unicenter® Service Desk'. Below the title are two input fields: 'User Name' with a yellow background and 'Password' with a white background. A 'Log In' button is positioned below the password field. A link for 'Guest Login, Click here.' is located at the bottom right of the login area. On the left side of the login area is a decorative grid of squares in various shades of blue and green. Below the main login area is a banner for 'Help Desk Tech Support Center' with a blue and black background. At the very bottom, a copyright notice reads 'Copyright © 2005 CA. All rights reserved.'

Unicenter® Service Desk

User Name

Password

**Log In**

[Guest Login, Click here.](#)

Help Desk Tech Support Center

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## Table of Contents

<b>Introduction.....</b>	<b>3</b>
<b>Logging In as an Analyst.....</b>	<b>4</b>
<b>Reading the Scoreboard .....</b>	<b>5</b>
My Requests.....	5
Viewing “My Group Unassigned Requests” .....	7
<b>Creating a New Request .....</b>	<b>9</b>
Using the Profile Browser.....	9
Adding Properties to a Request.....	14
Viewing a Request History for a Contact .....	16
<b>Viewing Notification History .....</b>	<b>18</b>
<b>Responding to and/or Updating Requests .....</b>	<b>19</b>
Changing the Priority Level of a Request.....	20
Changing the Status of a Request .....	21
Adding and Viewing Assets.....	22
Adding an Asset.....	22
Viewing an Asset .....	24
Manual Notifications .....	25
Viewing a Closed Request.....	30
Personalizing Responses.....	32
Creating a New Personalized Response.....	32
Accessing the Personalized Response or Global Personalized Response .....	33
<b>Closing a Request.....</b>	<b>35</b>
<b>Printing Forms .....</b>	<b>38</b>
<b>Logging Out.....</b>	<b>39</b>
<b>Logging In to USD as an Employee.....</b>	<b>40</b>
Creating a New Request.....	41
To change the Request Area field:.....	42
Viewing My Request .....	44
Auto Notifications.....	45

## **Introduction**

Welcome to the MCPS Unicenter Service Desk (USD). USD is an online application that can be used by all MCPS staff to request technology assistance. Analysts (Help Desk, ITSS, and second-level supports) will use USD to open, transfer, manage, respond to, and close technology requests. Analysts can also use USD and its search tools to track technology requests. Communications with customers can be associated with a request and documented using the manual email function.

## Logging In as an Analyst



**NOTE:** Users will only have access to USD Online from an MCPS location. Users will **NOT** have access to USD at home.

1. Go to the MCPS website: <http://www.montgomeryschoolsmd.org/>
2. Click on **Staff**.
3. In the Technology column, locate the **Unicenter Service Desk** link.
4. Click on the **Unicenter Service Desk** link to login to the site.

*USD Login Screen*

5. Use your Outlook **username** and **password** to login. The Help Desk Tech Support Center home page will display.

*USD Home Page*

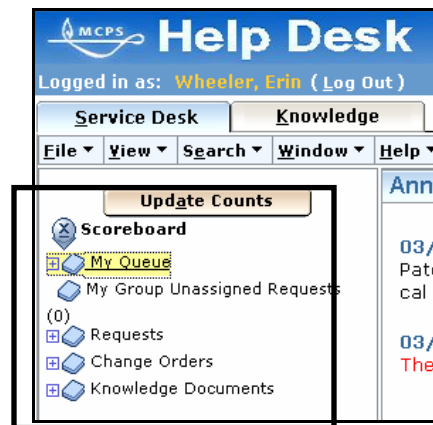
## Reading the Scoreboard

There are different ways to view requests using the Scoreboard. Analysts may view requests assigned to themselves, requests assigned to their group, and/or search for requests.

### ***My Requests***

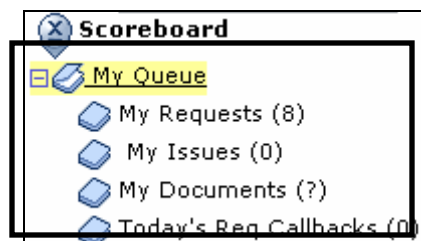
The Scoreboard shows the current requests for the analyst.

1. Look at the Scoreboard region on the left of your screen and locate the My Queue menu.



*Scoreboard Region*

2. Click on the + symbol to the left of My Queue. The menu will expand.
3. Click on the **My Requests** link. A list of assigned tickets will display.



*My Queue Expanded Menu*

Service DeskKnowledge

FileViewSearchReportsWindowHelp

Update Counts

Scoreboard

My Queue

My Requests (8)

My Issues (0)

My Documents (?)

Today's Req Callbacks (0)

My Group Unassigned Requests

(20)

Requests

Change Orders

Knowledge Documents

Request List

SearchShow FilterClear FilterEdit in List

1-8 of 8

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
629		Open	04/04/2008 02:04 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
When I turn on my classroom computer, I hear a very loud sou...						
626		Open	04/04/2008 01:16 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
I am unable to view my DE Streaming video when attempting to...						
623		Open	04/04/2008 12:12 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
testing						
603		Open	04/01/2008 02:13 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
thsi is a test						
557		Open	03/27/2008 10:05 am	4-Normal	Help Desk	Assignee: Miller, Lori E
Just checking to see if I can refresh to see this new ticket...						
545		Open	03/26/2008 01:58 pm	4-Normal	TSS	Assignee: Miller, Lori E
Customer cannot view DE Streaming videos						
501		Open	03/25/2008 04:07 pm	4-Normal	Help Desk	Assignee: Miller, Lori E
this is a test						
496		Open	03/25/2008 03:28 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
this is a test, test, test.						

1-8 of 8

*Analyst's Assigned Requests list*

The **Headers** will display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), being researched, or work in progress.
Open Date	Date request was created
Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group to which the request is assigned. If there is a parent request for the problem, it will be listed there
Contact	Assignee



**NOTE:** Some of the Headers are sortable.

- Click on a **Request #** to open and view the request. The Request Detail will display.

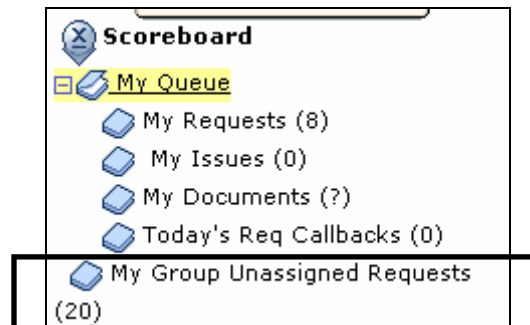
629 Request Detail			
Edit Create Change Order Create Incident Profile Browser			
Affected End User (Required)		Request Area	Status Priority
Miller, Lori E		Elementary.HardwareRepair.computer	Open 4-Normal
Detail			
Reported By	Assignee	Group (Required)	Asset
Miller, Lori E	Miller, Lori E	ES-ITSS	
Active?	Location	Location Description	Call Back Date/Time
YES	41415	Technology Consulting and Communication Systems Team	
Summary Information			
Summary			Total Activity Time
When I turn on my classroom computer, I hear a very loud sou...			00:44:22
Description			
When I turn on my classroom computer, I hear a very loud sound, like airplanes. The sound continues to get louder and louder and the computer will not start up or show the login screen. Please come and fix my computer. I am in room 123. Thank you for your help. Lori			
Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time
04/04/2008 02:04 pm	04/07/2008 10:56 am		

*Request Detail*

## Viewing “My Group Unassigned Requests”

All analysts will be able to access **Group Unassigned Requests** in order to view requests not yet assigned to anyone in the group that the analyst belongs to. For example, an ES ITSS may choose to view the **Group Unassigned Requests** at the end of the work day to check for any unassigned requests from end-users from their schools that have not yet been assigned by the Help Desk.

1. Look at the Scoreboard region on the left of your screen.



*My Group Unassigned Requests link*

2. Click on the **My Group Unassigned Requests** link. The Request List for the group will display.

Update Counts		Request List						Search	Show Filter	Clear Filter	Edit in List
Scoreboard								1-20 of			
My Queue		Request #	Location	Status	Open Date ▼	Priority	Group/Parent	Contacts			
My Requests (8)		176	adasdadaasdadad	Open	10/29/2007 05:22 pm	3-High	Help Desk	Assignee:			
My Issues (0)		175		Open	10/29/2007 05:21 pm	3-High	Help Desk	Customer: Ercolani, Alfred			
My Documents (?)		174	Maileater Incident	Open	10/29/2007 05:20 pm	3-High	Help Desk	Assignee:			
Today's Req Callbacks (0)		173	Maileater Incident	Open	10/29/2007 05:19 pm	3-High	Help Desk	Customer: Ercolani, Alfred			
My Group Unassigned		172	Maileater Incident	Open	10/29/2007 05:14 pm	3-High	Help Desk	Assignee:			
Requests (20)		171		Open	10/29/2007 05:12 pm	3-High	Help Desk	Customer: Ercolani, Alfred			
Change Orders		166	This is a test of any text Aaa Asdasd Fasd Fa sdf	Open	10/29/2007 05:01 pm	3-High	Help Desk	Assignee:			
Knowledge Documents		165	This is a test of any text Aaa Asdasd Fasd Fa sdf	Open	10/29/2007 04:54 pm	3-High	Help Desk	Customer: Ercolani, Alfred			
		164	This is a test of any text Aaa Asdasd Fasd Fa sdf	Open	10/29/2007 04:49 pm	3-High	Help Desk	Assignee:			

*Request List for group*

3. **Headers** display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), being researched, or work in progress.
Open Date	Date request was created

Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group it's assigned to and Parent is if there is a parent request for the problem, it will be listed there.
Contact	Assignee



**NOTE:** The location should match the end-user's school number or department number.

- Click on a **Request #** to open and view the request. The **Request Detail** will display.

629 Request Detail Edit Create Change Order Create Incident Profile Browser

Affected End User (Required)	Request Area	Status	Priority
Miller, Lori E	Elementary.HardwareRepair.computer	Open	4-Normal

**Detail**

Reported By	Assignee	Group (Required)	Asset
Miller, Lori E	Miller, Lori E	ES-ITSS	

Active?	Location	Location Description	Call Back Date/Time
YES	41415	Technology Consulting and Communication Systems Team	

**Summary Information**

Summary	Total Activity Time
When I turn on my classroom computer, I hear a very loud sou...	00:44:22

**Description**

When I turn on my classroom computer, I hear a very loud sound, like airplanes. The sound continues to get louder and louder and the computer will not start up or show the login screen. Please come and fix my computer. I am in room 123.  
Thank you for your help.  
Lori

Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time
04/04/2008 02:04 pm	04/07/2008 10:56 am		

*Request Detail*

- Type in a request number in the top right corner next to Request to do a quick search by the request number and click the **Go** button.

Request  Go

Scoreboard Updated: 04/24/2008 01:16 pm

*Searching by Request Number*



**NOTE: Group/Parent Header:** This is a system used by the Help Desk. It is not currently used by other analysts.

Service Desk

Knowledge

File

View

Search

Reports

Window

Help

Update Counts

Request List

Search

Show Filter

Clear Filter

Edit in List

Scoreboard

My Queue

My Requests (8)

My Issues (0)

My Documents (7)

Today's Req Callbacks (0)

My Group Unassigned Requests

(20)

Requests

Change Orders

Knowledge Documents

Request #

Location

Status

Open Date

Priority

Group/Parent

Contacts

629

Open

04/04/2008 02:04 pm

4-Normal

ES-ITSS

Assignee: Miller, Lori E

When I turn on my classroom computer, I hear a very loud sou...

Customer: Miller, Lori E

625

Open

04/04/2008 01:16 pm

4-Normal

ES-ITSS

Assignee: Miller, Lori E

I am unable to view my DE Streaming video when attempting to...

Customer: Miller, Lori E

623

Open

04/04/2008 12:12 pm

4-Normal

ES-ITSS

Assignee: Miller, Lori E

testing

Customer: Miller, Lori E

601

Open

04/01/2008 02:13 pm

4-Normal

ES-ITSS

Assignee: Miller, Lori E

this is a test

Customer: Miller, Lori E

557

Open

03/27/2008 10:05 am

4-Normal

Help Desk

Assignee: Miller, Lori E

Just checking to see if I can refresh to see this new ticket...

Customer: Miller, Lori E

545

Open

03/26/2008 01:58 pm

4-Normal

TSS

Assignee: Miller, Lori E

Customer cannot view DE Streaming videos

Customer: Treiber, Lauren D

501

Open

03/25/2008 04:07 pm

4-Normal

Help Desk

Assignee: Miller, Lori E

this is a test

Customer: Miller, Lori E

526

Open

03/25/2008 03:28 pm

4-Normal

ES-ITSS

Assignee: Miller, Lori E

this is a test, test, test.

Customer: Miller, Lori E

1-8 of

1-8 of

*Request List for Analyst*



6. The **Headers** will display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), researching, and work in progress.
Open Date	Date request was created
Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group it's assigned to and Parent is if there is a parent request for the problem, it will be listed there.
Contact	Assignee



**NOTE:** The location should match the requester's school number or department number.

7. Click on a **Request #** to open and view the request. The Request Detail will display.

629 Request Detail				Edit	Create Change Order	Create Incident	Profile Browser
Affected End User (Required)		Request Area		Status	Priority		
Miller, Lori E		Elementary.HardwareRepair.computer		Open	4-Normal		
<b>Detail</b>							
Reported By	Assignee	Group (Required)		Asset			
Miller, Lori E	Miller, Lori E	ES-ITSS					
Active?	Location	Location Description		Call Back Date/Time			
YES	41415	Technology Consulting and Communication Systems Team					
<b>Summary Information</b>							
Summary				Total Activity Time			
When I turn on my classroom computer, I hear a very loud sou...				00:44:22			
<b>Description</b>							
When I turn on my classroom computer, I hear a very loud sound, like airplanes. The sound continues to get louder and louder and the computer will not start up or show the login screen. Please come and fix my computer. I am in room 123. Thank you for your help. Lori							
Open Date/Time		Last Modified		Resolve Date/Time		Close Date/Time	
04/04/2008 02:04 pm		04/07/2008 10:56 am					

## Creating a New Request

There are different ways to create New Requests. One of the ways is to use Profile Browser, which is explained below.

### **Using the Profile Browser**

The quickest and easiest way to create a new request is to use the Profile Browser. Using the Profile Browser will allow you to add information much more efficiently, since many of its fields will automatically populate with information pulled in from the Profile Browser Contact Search.

**Scenario:** The ITSS receives an email from a teacher requesting support to fix a TV that will not display the DE Streaming video in full screen. The ITSS will create a new request using the Profile Browser.

1. Click the **View** menu from the USD home page.



*View Menu*

2. Select **Profile Browser**. The Profile Browser Contact Search window will display.

*Profile Browser Contact Search Window*

3. Click in the **Last Name** field and type the end user's last name.



**NOTE:** If unsure of the spelling of the last name, type in a few letters of the last name and click the tab key for a list of contact names.

4. Click in the **First Name** field and type the user's first name.
5. Click on the **Search** button. The Profile Browser Contact List window will display.

Name ▼	Contact Type	Access Type	Contact ID	System Login	Phone Number	Status
<a href="#">Klaasesz, Kathryn</a>	Employee	Employee				Active
<a href="#">Klass, Kelcey R</a>	Employee	Employee				Active
<a href="#">Klass, Kimberly A</a>	Employee	Employee				Active
<a href="#">Kleinman, Karen</a>	Employee	Employee				Active
<a href="#">Klingman, Kay J</a>	Analyst	Administrator				Active


*Profile Browser Contact List*

6. Click on the **name** of the contact. The Contact Information window will open.

The screenshot shows a software interface with a menu bar (File, View, Search, Window, Help) and a left sidebar. The sidebar lists contact details for 'Klingman, Kay J' with options like '1. Information', '2. Environment', '3. Issue History', '4. Incident History', '5. Problem History', '6. Request History', and '7. Change Order History'. Below these are buttons: 'Edit This Contact', 'Recent Activity', 'Select New Contact', and 'Copy to Edit Form'. The main area is titled 'Contact Information for Klingman, Kay J' and contains a form with fields for Last Name (Klingman), First Name (Kay), Middle Name (J), Status (Active), System Login (klingmak), Contact Type (Analyst), Access Type (Administrator), Service Type, Data Partition (Analyst), Time Zone, Phone Number, Contact Number, Fax Number, Pager Number, Alt. Phone #, Email Address (Kay\_Klingman@mcpsmd.org), Location, Site, and Address (Rockville 20850). Below the form is a 'Scratchpad' section with buttons for 'Spelling', 'Search Knowledge', 'Clear Scratchpad', and 'Quick Close Request'. At the bottom, there is a 'Quick Request' button, a 'Type' dropdown menu set to 'Request', a 'Template' button, and a 'New' button.

*Contact Information window*

7. In the **scratchpad region** at the bottom of the window, type the issue details.

 **NOTE:** Click on the **Spelling** button to check spelling in the Scratchpad.

This is a close-up of the 'Scratchpad' region from the previous screenshot. It shows the 'Spelling', 'Search Knowledge', 'Clear Scratchpad', and 'Quick' buttons at the top. Below them is a large text area for typing. To the right of the text area is a 'Quick Request' button. At the bottom, there is a 'Type' dropdown menu set to 'Request', a 'Template' button, and a 'New' button. An arrow from the 'NOTE' above points to the 'Spelling' button.

*Scratchpad Region*

8. Click the **New** button.

9. The Contact Information for the end user will populate in the request.

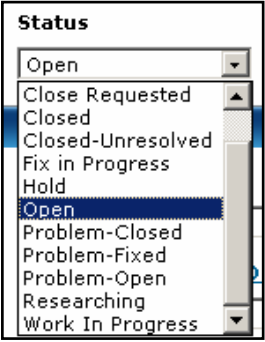
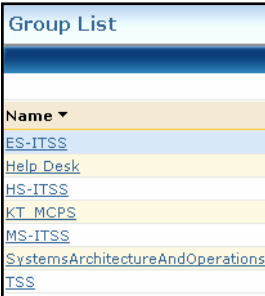
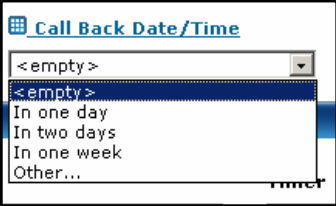
*Create New Request Page*



**NOTE:** The Affected End User, Location Description, Summary, Description Field, and Assignee will populate. The fields with an asterisk are required fields. If you are **NOT** the person assigned to resolve this request, delete your name as the Assignee under the Assignee field.

10. Fields are described below:

Field Name	Description
Affected End User	Will auto-fill with the end user's name
Request Area	<p>Click in the field to select the customer's request area from the Request Area Selection.</p> <div> <p>Request Area Selection</p> <ul style="list-style-type: none"> <li>Request Area</li> <li>AdminOffice</li> <li>Elementary <ul style="list-style-type: none"> <li>HardwareInstall or setup</li> <li>HardwareRepair</li> <li>I need my SupportSpecialist Request for help from ITSS</li> <li>Other Request for unspecified assistance</li> <li>UserID or Password</li> </ul> </li> <li>Email</li> <li>HighSchool</li> <li>MiddleSchool</li> </ul> </div>

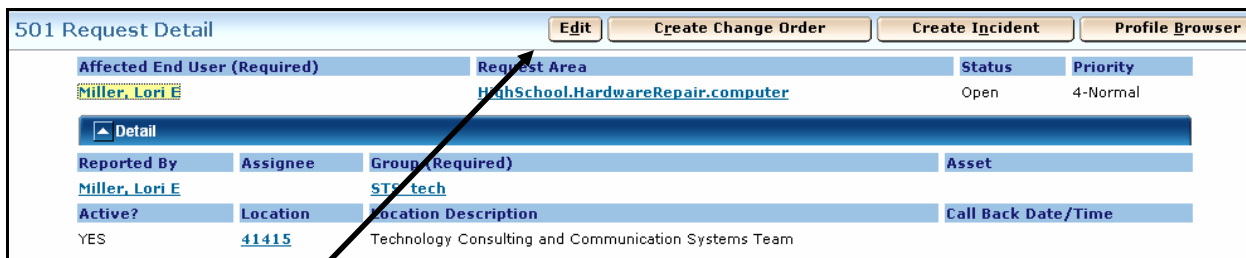
Status	Will default to Open, but can be changed by using the drop down menu.	
Priority	Will always default to 4-Normal and can be changed by an analyst using the drop down menu.	
Assignee	Analyst to whom the request is to be assigned.	
Group	Click the Group heading to select the assigned analyst's group from the list.	
Location and Location Description	Will auto-fill with the customer's school # and school name	
Call Back Date/Time	Select an option if a call back is necessary using the drop down menu.	
Summary	Will auto-fill with a few words from the Description field.	
Description	Will auto-fill with what is entered in the Scratch Pad region on the Create a New Request screen.	

11. Click **Save**.

## Adding Properties to a Request

Properties must be added when hardware replacement for printers or computers is requested.

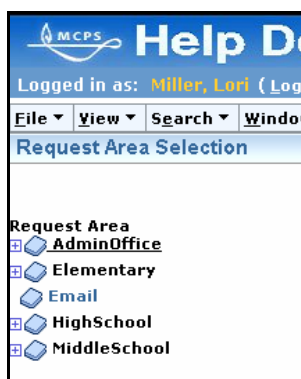
1. Open a Request.



501 Request Detail				Edit	Create Change Order	Create Incident	Profile Browser
Affected End User (Required)		Request Area	Status	Priority			
Miller, Lori E		HighSchool.HardwareRepair.computer	Open	4-Normal			
Detail							
Reported By	Assignee	Group (Required)	Asset				
Miller, Lori E		STS_tech					
Active?	Location	Location Description	Call Back Date/Time				
YES	41415	Technology Consulting and Communication Systems Team					

*Open Request*

2. Click the **Edit** button.
3. Click on the **Request Area** field heading. The Request Area menu will display.



MCPS Help D

Logged in as: Miller, Lori (Log

File View Search Window

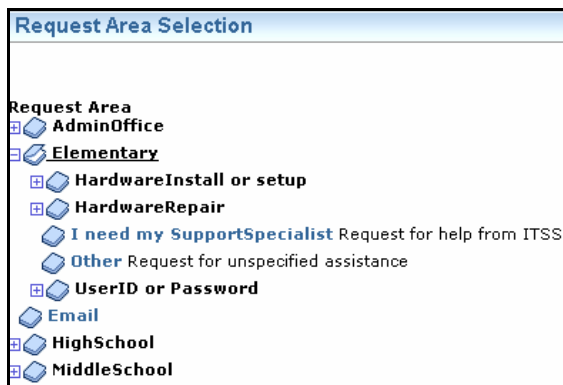
Request Area Selection

Request Area

- AdminOffice
- Elementary
- Email
- HighSchool
- MiddleSchool

*Request Area menu*

4. Expand the **Request area** that corresponds with the end-user's location by clicking the plus sign to the left of the Request Area name.



Request Area Selection

Request Area

- AdminOffice
- Elementary
  - HardwareInstall or setup
  - HardwareRepair
  - I need my SupportSpecialist Request for help from ITSS
  - Other Request for unspecified assistance
  - UserID or Password
- Email
- HighSchool
- MiddleSchool

*Expanded Request Area menu*

- Expand the **Hardware Repair** link.

**Request Area Selection**

- Request Area
  - AdminOffice
  - Elementary
    - HardwareInstall or setup
    - HardwareRepair**
      - computer request to have a computer repaired
      - printer request to have a printer repaired

*Expanded Hardware Repair menu*

- Select the **hardware** (computer, printer) that corresponds to the request. The Request Area field will populate with this information.
- In the Summary Information, click the **Properties** tab. The Properties tab will display.

**Summary Information**

1. Activities 2. Event Log 3. Attachments 4. Service Type 5. Parent / Child  
6. Knowledge 7. Solutions 8. **Properties** 9. Template

**Properties**

Name	Value	Examples
Current location *		
Computer manufacturer *		
Computer model *		
MCPS barcode *		
Computer serial number or tag number *		
Monitor serial number (for monitor or speaker problems)		

*Properties Tab*

- Fill in the fields in the Properties Summary Information Area. These fields include: Computer manufacturer, Computer model, Current location for computer, serial number and barcode.

**501 Update Request**

Save Request: Save Create Change Order Create Incident Cancel Reset (@) Profile Brows

Affected End User (Required) \* Miller, Lori, E Request Area \* HighSchool.HardwareR Status Open Priority \* 4-Normal

**Detail**

Reported By Miller, Lori E Assignee STS\_tech Group (Required) \* STS\_tech Asset  
Active? YES Location 41415 Location Description Damascus High School Call Back Date/Time <empty>

**Summary Information**

1. Activities 2. Event Log 3. Attachments 4. Service Type 5. Parent / Child  
6. Knowledge 7. Solutions 8. **Properties** 9. Template

**Properties**

Name	Value	Examples
Current location *	Damascus HS	
Computer manufacturer *	Dell	
Computer model *	Latitude D600	
MCPS barcode *	MCPS123456	
Computer serial number or tag number *	SE2003213	
Monitor serial number (for monitor or speaker problems)		

*Adding Properties in the Summary Information*



**NOTE:** Viewing Assets will help analysts who have limited information regarding the hardware. For example, if the analyst is missing the barcode or serial number, viewing the Asset will allow the analyst to access the missing hardware information.

## Viewing a Request History for a Contact

Viewing the Request History of the End-User will allow the analyst to gain background information regarding request history. The analyst will be able to view any open, or closed request information as well as the assignee information. This information may help to quickly identify additional information that may be needed to resolve the request.

1. Click the **View** menu from the USD home page.



*View Menu*

2. Select **Profile Browser**. The Profile Browser Contact Search window will display.

*Profile Browser Contact Search Window*

3. Click in the **Last Name** field and type the end user's last name.



**NOTE:** If unsure of the spelling of the last name, type in a few letters of the last name and click the tab key for a list of contact names.

4. Click in the **First Name** field and type the end-user's first name.



5. Click on the **Search** button. The Profile Browser Contact List window will display.

Profile Browser Contact List

Search

Show Filter

Clear Filter

1-5 of 5

Name ▾	Contact Type	Access Type	Contact ID	System Login	Phone Number	Status
<a href="#">Klaasesz, Kathryn</a>	Employee	Employee				Active
<a href="#">Klass, Kelcey R</a>	Employee	Employee				Active
<a href="#">Klass, Kimberly A</a>	Employee	Employee				Active
<a href="#">Kleinman, Karen</a>	Employee	Employee				Active
<a href="#">Klingman, Kay J</a>	Analyst	Administrator				Active

*Profile Browser Contact List*

6. Click on the **name** of the contact. The Contact Information window will open.

Help Desk Center

Logged in as: **Miller, Lori** (Log Out) (Close Window)

File ▾ View ▾ Search ▾ Window ▾ Help ▾

**Contact**

**Klingman, Kay J**

- 1. Information
- 2. Environment
- 3. Issue History
- 4. Incident History
- 5. Problem History
- 6. Request History
- 7. Change Order History

[Edit This Contact](#)

[Recent Activity](#)

[Select New Contact](#)

[Copy to Edit Form](#)

**Contact Information for Klingman, Kay J**

Last Name	First Name	Middle Name	Status
Klingman	Kay	J	Active

**System Login**

klingmak

Contact Type	Access Type
Analyst	Administrator

Service Type	Data Partition	Time Zone
Analyst		

Phone Number	Contact Number	Fax Number	Pager Number	Alt. Phone #
240-632-6915	30931			

**Email Address**

Kay\_Klingman@mcpsmd.org

Location	Site
41422	

**Address**

2096 Gaither Road  
Suite 102  
Rockville  
20850

**Scratchpad**

[Spelling](#) [Search Knowledge](#) [Clear Scratchpad](#) [Quick Close Request](#)

[Quick Request](#)

Type [Template](#)

Request  [New](#)

*Contact Information window*

- Click the **Request History** link in the Contact region on the left of the screen. The end-user's Request History will display.

Request History for Miller, Lori

Search

Show Filter

Clear Filter (@)

1-12 of 12

Request #	Status	Open Date	Prio	Type	Assignee
<a href="#">513</a>	Open	03/26/2008 11:17 am	4-Normal	Request	Treiber, Lauren
Summary: data is inaccurate					
<a href="#">512</a>	Open	03/26/2008 11:13 am	4-Normal	Request	Treiber, Lauren
Summary: my printer is jammed					
<a href="#">507</a>	Open	03/25/2008 04:28 pm	4-Normal	Request	Treiber, Lauren
Summary: Performance Matters - Item Analysis report					
<a href="#">501</a>	Closed	03/25/2008 04:07 pm	4-Normal	Request	Miller, Lori
Summary: this is a test					
<a href="#">496</a>	Open	03/25/2008 03:28 pm	4-Normal	Request	Miller, Lori
Summary: this is a test, test, test.					
<a href="#">486</a>	Closed	03/25/2008 09:44 am	4-Normal	Request	Miller, Lori
Summary: testing once again					
<a href="#">479</a>	Open	03/20/2008 10:49 am	4-Normal	Request	Klingman, Kay
Summary:					
<a href="#">469</a>	Open	03/19/2008 05:19 pm	4-Normal	Request	Klingman, Kay

*End-user Request History*

## Viewing Notification History

Analysts can view the Notification History of an end-user to get background information on an on-going request.

- From the Request History, click on the request # of the request to be opened. The request information will display.

File

View

Search

Window

Help

Contact

Klingman, Kay J

1. Information

2. Environment

3. Issue History

4. Incident History

5. Problem History

6. Request History

7. Change Order History

Edit This Contact

Recent Activity

Save Successful - Activity Log created

Request History for Klingman, Kay J

Search

Show Filter

Clear Filter

1-25 of

Request #	Status	Open Date	Prio	Type	Assignee
<a href="#">696</a>	Closed	04/10/2008 09:20 am	4-Normal	Request	Miller, Lori E
Summary: My TV is not displaying my DE Streaming video fro					
<a href="#">633</a>	Closed	04/09/2008 09:44 am	4-Normal	Request	Klingman, Kay J
Summary: This is a test of notification.					
<a href="#">604</a>	Open	04/01/2008 03:48 pm	4-Normal	Request	Ercolani, Alfred
Summary:					
<a href="#">596</a>	Closed	03/31/2008 02:31 pm	4-Normal	Request	Klingman, Kay J
Summary:					
<a href="#">592</a>	Open	03/31/2008 10:42 am	2-VIP	Request	
Summary: smoke					

*Customer Request History*

- From the **Request Detail** page, click on **View** and choose **Notification History**.

Logged in as: **Miller, Lori** ( [Log Out](#) )

File View **Activities** Actions Search Reports Window Help

592 Requests

Announcements  
Log Reader...  
Profile Browser...  
eTrust Password Reset...  
Response Time Statistics...  
**Notification History...**  
Event History...  
Event Delay History...  
In-The-Know Notify List...  
Preferences...  
Refresh  
Summary Information

Request Area  
[Elementary.HardwareRepair.computer](#)

Assignee	Group (Required)
<a href="#">Location</a>	<a href="#">ES-ITSS</a>
<a href="#">41422</a>	Division of Technology Support

Summary  
smoke

Description  
smoke

Open Date/Time	Last Modified	Resolve Date/Time
02/01/2008 10:42 am	04/17/2008 10:28 am	

### Request Detail

3. The Notification History information will display.

Notification History for 592					
1-3 of 3					
Header	Sent Date ▼	Recipient	Urgency	Method	Status
<a href="#">Callback still not working</a>	04/17/2008 10:39 am	Klingman, Kay J	Normal	Email	Incoming FYI
I'm still not seeing my Callbacks. Request 592 Ma					
<a href="#">Callback still not working</a>	04/17/2008 10:39 am	Treiber, Lauren D	Normal	Email	Incoming FYI
I'm still not seeing my Callbacks. Request 592 Ma					
<a href="#">Request 592 Manual Notify</a>	04/17/2008 10:32 am	Treiber, Lauren D	Normal	Email	Incoming FYI
Testing Notification History Request 592 Manual No					

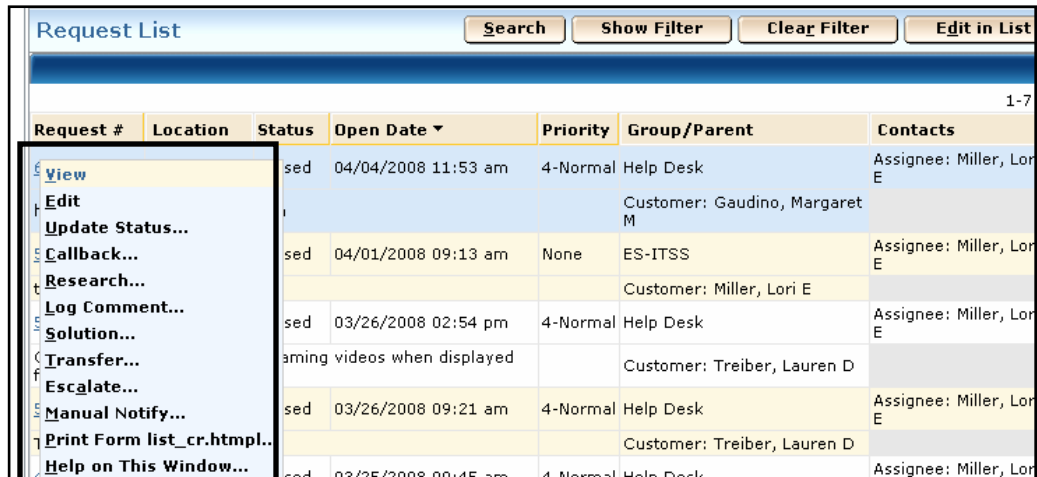
*Notification History for Request#*

## Responding to and/or Updating Requests

There are different ways to view requests using the Scoreboard. Users may view requests assignment to themselves

## Changing the Priority Level of a Request

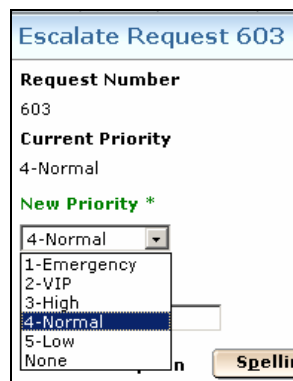
1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.



The screenshot shows a 'Request List' window with a table of requests. A right-click context menu is open over the first row (Request # 603). The menu options are: View, Edit, Update Status..., Callback..., Research..., Log Comment..., Solution..., Transfer..., Escalate..., Manual Notify..., Print Form list\_cr.html., and Help on This Window... The table has columns: Request #, Location, Status, Open Date, Priority, Group/Parent, and Contacts.

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
603		sed	04/04/2008 11:53 am	4-Normal	Help Desk	Assignee: Miller, Lori E Customer: Gaudino, Margaret M
		sed	04/01/2008 09:13 am	None	ES-ITSS	Assignee: Miller, Lori E Customer: Miller, Lori E
		sed	03/26/2008 02:54 pm	4-Normal	Help Desk	Assignee: Miller, Lori E
			aming videos when displayed		Customer: Treiber, Lauren D	
		sed	03/26/2008 09:21 am	4-Normal	Help Desk	Assignee: Miller, Lori E
					Customer: Treiber, Lauren D	
		sed	03/25/2008 09:45 am	4-Normal	Help Desk	Assignee: Miller, Lori E

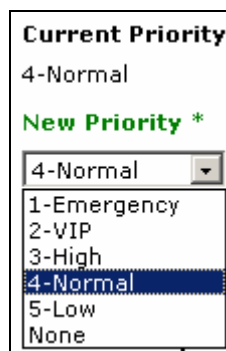
2. Select **Escalate**. The Escalate Request Window is displayed.



The screenshot shows the 'Escalate Request 603' window. It contains the following fields: Request Number (603), Current Priority (4-Normal), and New Priority \*. The New Priority \* field has a drop-down menu open showing options: 4-Normal, 1-Emergency, 2-VIP, 3-High, 4-Normal (highlighted), 5-Low, and None. There is also a 'Spellin' button.

*Escalate Request window*

3. Select the **priority level** from the drop-down menu in the New Priority field.



The screenshot shows a close-up of the 'New Priority \*' drop-down menu. The options are: 4-Normal, 1-Emergency, 2-VIP, 3-High, 4-Normal (highlighted), 5-Low, and None.

*Priority Options*

4. Click **Save**.

## Changing the Status of a Request



**NOTE:** The End-user will receive an auto-notification message via Outlook when the status of the request is updated.

1. Open the **Request Detail** window.

The screenshot shows the MCPS Help Desk Tech Support Center interface. The user is logged in as Miller, Lori. The navigation bar includes File, View, Activities, Actions, Search, Reports, Window, and Help. The main content area displays the details for request 599. The request is titled '599 Request Detail' and has a status of 'Closed' and a priority of 'None'. The affected end user is 'Miller, Lori E' and the request area is 'Elementary.I need my SupportSpecialist'. The detail section shows the reported by (Miller, Lori E), assignee (Miller, Lori E), group (ES-ITSS), location (41415), and location description (Technology Consulting and Communication Systems Team). The active status is 'NO'.

*Request Detail Window*

2. Click the **Activities** menu on the Navigation bar.

The screenshot shows the MCPS Help Desk Tech Support Center interface with the Activities menu open for request 599. The menu options are: Update Status..., Callback..., Research..., Log Comment..., Solution..., Transfer..., Escalate..., Manual Notify..., and Attach to Existing Change Order... The background shows the same request details as the previous screenshot.

*Activities Menu*

3. Select the activity to be updated. The following table explains each:

Field Name	Description
Update Status	Allows analyst to choose Close, Research, Fix in progress, or Hold a request
Callback	Analysts can use callback as a reminder to call customer back. All callbacks can be stored and viewed.
Research	Additional information is needed, possibly from vendor, customer, or another analyst.
Transfer	Allows analyst to transfer request to another analyst.
Escalate	Allows analyst to escalate request to a higher priority for resolution
Log Comment	Allows analyst to give additional information regarding request.
Manual Notify	Allows analyst to send email to customer regarding request. Allows analyst to send email to another analyst or second-level support or technology

consultant. Provides a history of all transactions attached to the request.

- Click **Save** after updates have been made.



**NOTE:** A shortcut to update the status of a request is to right click on the Request # from the Request List and choose the activity from the drop down menu.

## Adding and Viewing Assets

Analysts may use Assets to view missing information for a hardware replacement, such as barcode or serial number. This does NOT take the place of Properties since Assets will not provide the Current Location or Requested Location for the hardware.

### Adding an Asset

- From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

The screenshot shows the 'Request List' window with a table of requests. A right-click context menu is open over the first request (Request # 557). The menu options are: View, Edit, Update Status..., Callback..., Research..., Log Comment..., Solution..., Transfer..., Escalate..., Manual Notify..., Print Form list cr.html..., and Help on This Window... The table has columns: Request #, Location, Status, Open Date, Priority, Group/Parent, and Contacts.

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
557		Open	04/04/2008 11:53 am	4-Normal	Help Desk	Assignee: Miller, Lori E
					Customer: Gaudino, Margaret M	
		Open	04/01/2008 09:13 am	None	ES-ITSS	Assignee: Miller, Lori E
					Customer: Miller, Lori E	
		Open	03/26/2008 02:54 pm	4-Normal	Help Desk	Assignee: Miller, Lori E
					Customer: Treiber, Lauren D	
		Open	03/26/2008 09:21 am	4-Normal	Help Desk	Assignee: Miller, Lori E
					Customer: Treiber, Lauren D	
		Open	03/25/2008 09:45 am	4-Normal	Help Desk	Assignee: Miller, Lori E

- Select **Edit**. The Update Request window is displayed.

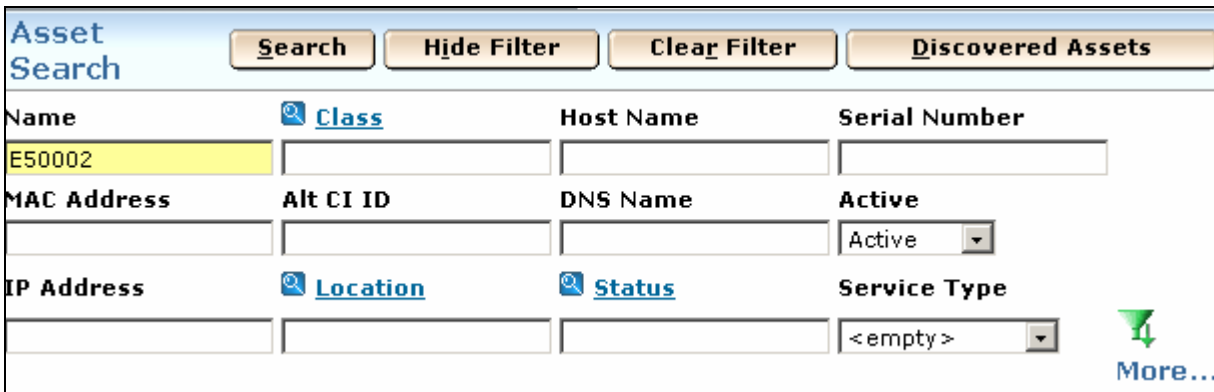
The screenshot shows the '557 Update Request' window. It has a 'Save Request' button and a 'Profile Browser' button. The form contains fields for 'Affected End User (Required)', 'Request Area', 'Status', and 'Priority'. Below these is a 'Detail' section with fields for 'Reported By', 'Assignee', 'Group (Required)', 'Asset', 'Active?', 'Location', 'Location Description', and 'Call Back Date/Time'.

557 Update Request			
Save Request			
Save (@) Create Change Order Create Incident Cancel Reset Profile Browser			
Affected End User (Required) *		Request Area *	Status
Miller, Lori, E		Elementary.Other	Closed
			Priority *
			4-Normal
Detail			
Reported By	Assignee	Group (Required) *	Asset
Miller, Lori E		STS_tech	
Active?	Location	Location Description	Call Back Date/Time
NO	41415	Technology Consulting	<empty>

*Update Request window*

- Click the **Asset** field heading.

4. In the **Name** field, type in the barcode number or the serial number of the hardware.



The Asset Search window features a header with the title 'Asset Search' and four buttons: 'Search', 'Hide Filter', 'Clear Filter', and 'Discovered Assets'. Below the header is a form with several input fields and dropdown menus. The 'Name' field contains the text 'E50002'. Other fields include 'Class', 'Host Name', 'Serial Number', 'MAC Address', 'Alt CI ID', 'DNS Name', 'Active' (a dropdown menu showing 'Active'), 'IP Address', 'Location', 'Status', and 'Service Type' (a dropdown menu showing '<empty>'). A green arrow icon and a 'More...' link are located at the bottom right of the form.

*Asset Search Window*

5. Click the **Search** button.
6. The **Asset Search** list will display.
7. Click the **name** of the asset.

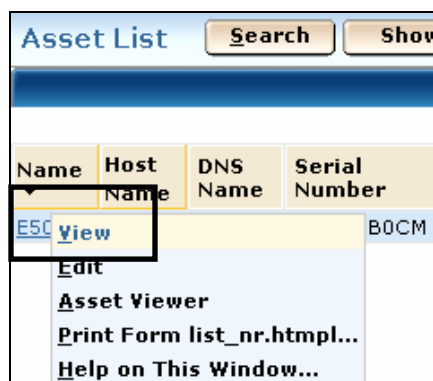


The Asset List window displays a table of assets. The header includes the title 'Asset List' and buttons for 'Search', 'Show Filter', 'Clear Filter', and 'Discovered Assets'. The table has columns for Name, Host Name, DNS Name, Serial Number, Contact, Active, #Req, #Inc, #Prb, #Chg, #Iss, and Active. The first row shows an asset with Name 'E50002', Host Name 'MY4932B0CM', and Active status 'Active'. The text '1 Asset found' appears at the top right and bottom right of the table area.

Name	Host Name	DNS Name	Serial Number	Contact	Active	#Req	#Inc	#Prb	#Chg	#Iss	Active
E50002	MY4932B0CM				Active	2	0	0	0	0	Active

*Asset List Window*

1. Right-click on the **Asset Name** in the Asset List.
2. Choose **View** in the Right-click Menu.



3. The Asset information will display the **Asset Detail** field.



**NOTE:** The analyst can view the missing information, such as the barcode, serial number, model or manufacturer, and add it to the Properties tab.

*Viewing the Asset Detail for a Ticket*

8. Click **Save**.

*Update Request Window via Asset Information*

## Viewing an Asset

If the analyst needs to view hardware details they can view this information from the asset details.

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

*Asset details*



2. Select **Edit**. The Update Request window is displayed.

*Update Request Area*

3. Click on the Asset.
4. The Asset information will display the Asset Detail.

*Viewing the Asset Detail for a Ticket*

## Manual Notifications

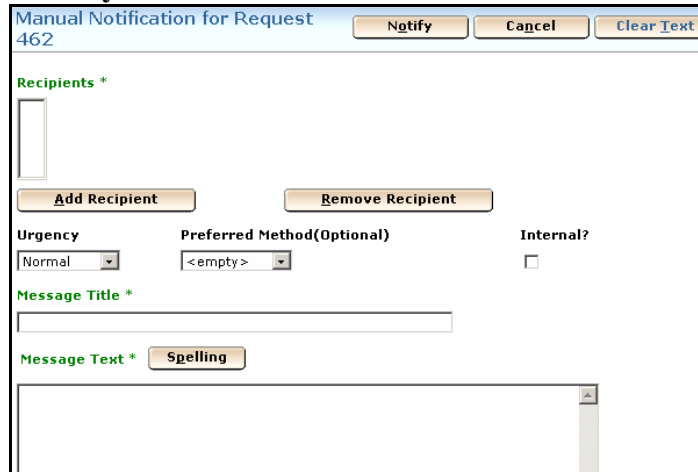
Manual Notifications are used when you want to send an email and associate it with the request. Examples: Correspondence with the end-user for follow-up questions, contact another analyst, or second level support for additional info, or contact a principal for confirmation of rights. The sent message is logged in the Activities tab so there is a record of what was sent to whom.

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
5		ed	04/04/2008 11:53 am	4-Normal	Help Desk	Assignee: Miller, Lor E
5		ed	04/01/2008 09:13 am	None	ES-ITSS	Assignee: Miller, Lor E
5		ed	03/26/2008 02:54 pm	4-Normal	Help Desk	Assignee: Miller, Lor E
5		ed	03/26/2008 09:21 am	4-Normal	Help Desk	Assignee: Miller, Lor E
5		ed	03/25/2008 09:45 am	4-Normal	Help Desk	Assignee: Miller, Lor E

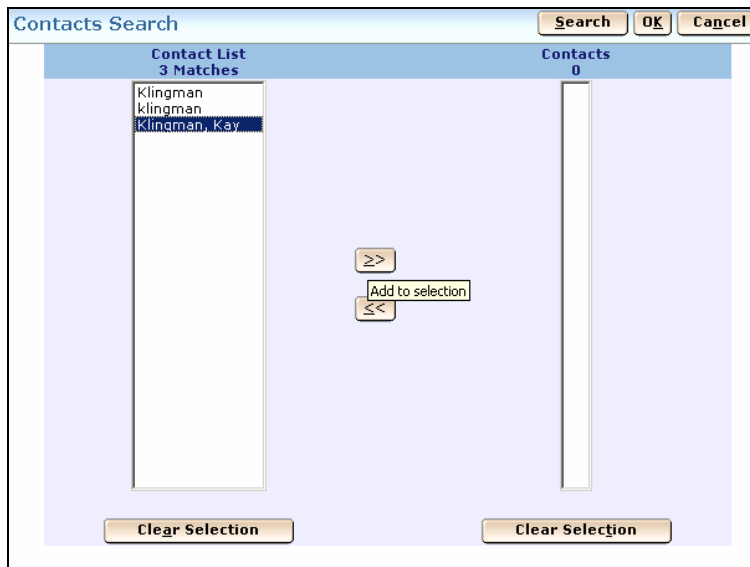
*Request List with right-click menu*

2. Select **Manual Notify** from the menu. The Manual Notification for Request will display.


A screenshot of a software dialog box titled "Manual Notification for Request 462". At the top right are buttons for "Notify", "Cancel", and "Clear Text". The main area contains a "Recipients \*" section with a text input field, "Add Recipient", and "Remove Recipient" buttons. Below this are three fields: "Urgency" (a dropdown menu showing "Normal"), "Preferred Method(Optional)" (a dropdown menu showing "<empty>"), and "Internal?" (a checkbox). The "Message Title \*" section has a text input field. The "Message Text \*" section has a large text area and a "Spelling" button.

*Manual Notification for Request Area*

3. Click the **Add Recipient** button.
4. Type the **name of the recipient** for your manual notification.

A screenshot of a "Contacts Search" dialog box. It has buttons for "Search", "OK", and "Cancel" at the top right. The dialog is split into two panes. The left pane, titled "Contact List 3 Matches", contains a list of three items: "Klingman", "klingman", and "Klingman, Kay", with the last one selected. Below the list is a "Clear Selection" button. The right pane, titled "Contacts 0", is empty and has a "Clear Selection" button at the bottom. Between the panes are three buttons: a right-pointing arrow (≥>), an "Add to selection" button, and a left-pointing arrow (≤<).

*Contact Search Area*

5. Select the recipient from the list.
6. Click the  **arrow symbol**.
7. Click the **OK** button.

8. Type the **Message Title** and **Message Text**.
9. Click on the **Clear Text** button to delete text from the manual notification.
10. Click the **Notify** button to send your Manual Notification.

*Manual Notification Message Example*



**NOTE:** The Manual Notification will be sent automatically to the recipient in Outlook, including a link to view the Request.

*Manual Notification via Outlook Example*

## Searching for a Request

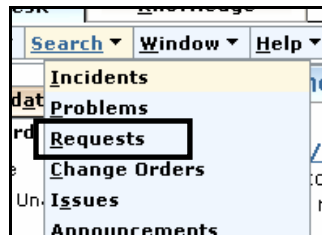
An analyst can search for a request using a variety of search filters.

1. Click the **Search** button on the navigation bar.



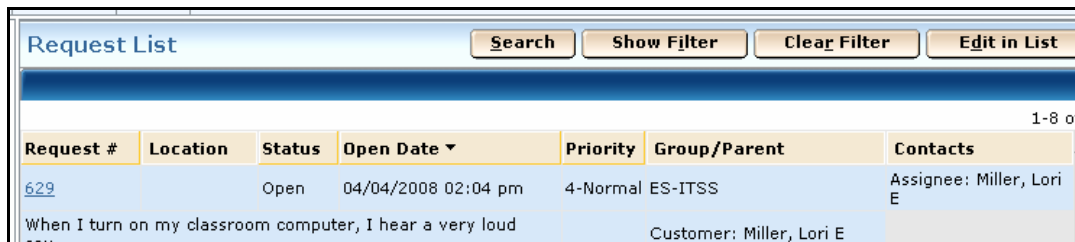
*Navigation bar*

2. Select **Requests**. The Request List screen will display.



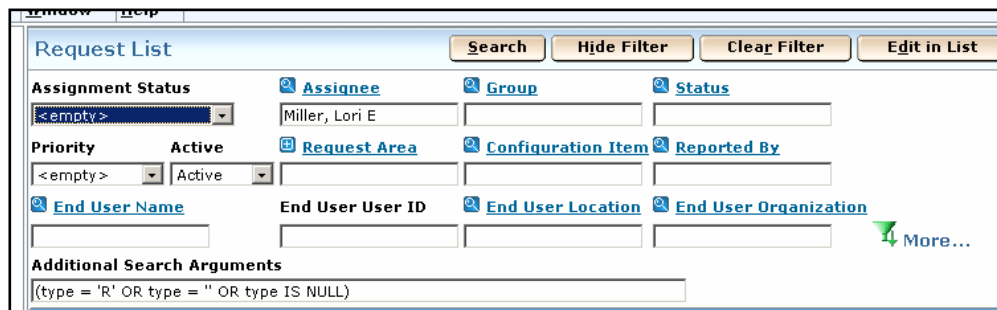
*Requests Selection*

3. Click on the **Show Filter** button.



*Request List*

4. The Search filter region is displayed.




*Search filter region*

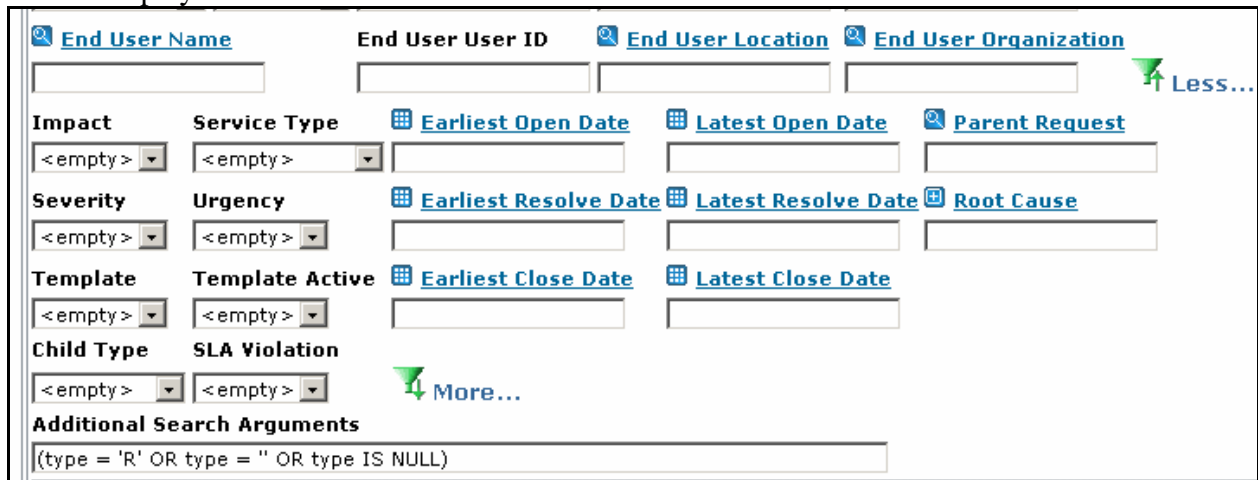
5. Enter the search criteria; you can enter as many criteria as you want.

Field Name	Description
Assignment Status	Determines if the request is assigned or unassigned to an analyst.
Assignee	Person who assigned the request
Group	Group to which the request is assigned
Status	Determines if the request is active or inactive.
Priority	4 is Normal, 3 is High, 2 is VIP and 1 is Emergency
Active	Defines the request as closed or open.
Request Area	Category
Configuration Item	Asset
Reported by	End-User or Analyst that created the initial request
End User Name	Name of the person having difficulty
End User ID	End-User ID of the person having difficulty
End User Location	Location of the person having difficulty
End User Organization	Organization of the person having difficulty



**NOTE:** Activated wildcard search: Analysts can enter a few letters without entering the wildcard % symbol. When the Tab key is tapped the result will be as if the wildcard % was used. An example would be kli for klingman in the End User Name field.

6. Click the **More button** () to view additional search filters. The date filters are displayed.




The screenshot shows a search interface with the following elements:

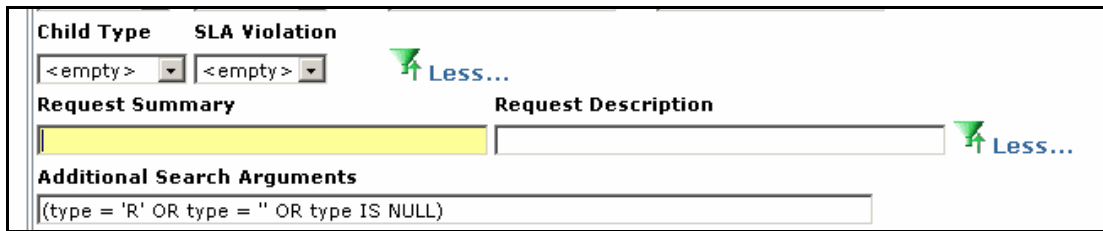
- Top row: Search fields for **End User Name**, **End User User ID**, **End User Location**, and **End User Organization**, each with a magnifying glass icon. A **Less...** button is on the right.
- Second row: **Impact** (dropdown), **Service Type** (dropdown), **Earliest Open Date** (calendar icon), **Latest Open Date** (calendar icon), and **Parent Request** (magnifying glass icon).
- Third row: **Severity** (dropdown), **Urgency** (dropdown), **Earliest Resolve Date** (calendar icon), **Latest Resolve Date** (calendar icon), and **Root Cause** (magnifying glass icon).
- Fourth row: **Template** (dropdown), **Template Active** (dropdown), **Earliest Close Date** (calendar icon), and **Latest Close Date** (calendar icon).
- Fifth row: **Child Type** (dropdown), **SLA Violation** (dropdown), and a **More...** button with a green arrow icon.
- Bottom section: **Additional Search Arguments** with a text input field containing the example: `(type = 'R' OR type = '' OR type IS NULL)`.

*Additional search filters*



**NOTE:** Users can use the data parameters when searching for closed requests, such as the **Earliest Open Date** and **Latest Open Date**.

- Click the **More** button (  ) to view additional search filters. The summary and description filters are displayed.



The screenshot shows a search filter interface. At the top, there are two dropdown menus labeled 'Child Type' and 'SLA Violation', both currently set to '<empty>'. To the right of these is a green upward arrow icon followed by the text 'Less...'. Below this, there are two input fields: 'Request Summary' and 'Request Description'. The 'Request Summary' field is highlighted in yellow. To the right of the 'Request Description' field is another green upward arrow icon followed by 'Less...'. At the bottom, there is a text area labeled 'Additional Search Arguments' containing the text '(type = 'R' OR type = " OR type IS NULL)'.

*More search filters*



**NOTE:** Users can use the wildcard % search to look for requests containing specific words. Users can also search by request summary to find solutions to similar issues.

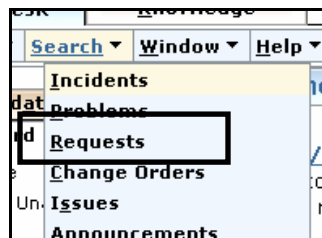
## Viewing a Closed Request

An analyst can retrieve information from previously closed requests.

- Click the **Search** button on the navigation bar.



*Navigation bar*



*Requests Selection*

- Select **Requests**. The Request List screen will display.

Request List

Search Show Filter Clear Filter Edit in List

1-8 of

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
629		Open	04/04/2008 02:04 pm	4-Normal	ES-ITSS	Assignee: Miller, Lori E
When I turn on my classroom computer, I hear a very loud						Customer: Miller, Lori E

Request List

- Click on the **Show Filter** button. The Search filter region is displayed.

Request List

Search Hide Filter Clear Filter Edit in List

Assignment Status: <empty> Assignee: Miller, Lori E Group: Status:

Priority: <empty> Active Request Area: Configuration Item: Reported By:

End User Name: End User User ID: End User Location: End User Organization: More...

Additional Search Arguments: (type = 'R' OR type = '' OR type IS NULL)

Search filter region

- Click the **drop down arrow** in the Active field. A list of selections is displayed.

Request List

Assignment Status: <empty> Assignee: Miller, Lori E

Priority: <empty> Active Request Area: Configuration Item: Reported By:

End User Name: End User User ID: End User Location: End User Organization: More...

Impact: Service Type: Earlier

- Select **Inactive**.

Active field menu

- Click the **Search** button. The Request List is displayed and only the closed tickets are listed.

Search Hide Filter Clear Filter Edit in List

Group: Status:

Search button

- Click on a Request number to view the request detail.

Request List for Closed Tickets

Request List

Search Show Filter Clear Filter Edit in List

1-4 of 4

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
508		Closed	03/26/2008 09:21 am	4-Normal	Help Desk	Assignee: Miller, Lori
Test						Customer: Treiber, Lauren
501		Closed	03/25/2008 04:07 pm	4-Normal	Help Desk	Assignee: Miller, Lori
this is a test						Customer: Miller, Lori
487		Closed	03/25/2008 09:45 am	4-Normal	Help Desk	Assignee: Miller, Lori
testing again to check changing affected end user						Customer: Treiber, Lauren
486		Closed	03/25/2008 09:44 am	4-Normal	Help Desk	Assignee: Miller, Lori
testing once again						Customer: Miller, Lori

1-4 of 4

## Personalizing Responses

Analysts can save time by creating personalized responses for requests that require similar information to resolve the problem or request additional information from an end-user. Some groups, such as the Help Desk will use Global Personalized Responses for certain kinds of requests. Global Personalized Responses will be created by the USD administrator. The Global Personalized Responses will be accessible to all analysts.



**NOTE:** Make the name unique. Do **not** use a generic name when naming the personalized response. For example, include initials or a number in the name.

## Creating a New Personalized Response

1. Click the **File** menu. A menu is displayed.



*File Menu Bar*

2. Select **New Personalized Response**. The Create Personalized Response window will open.

Display the Response for:				
Requests	Incidents	Problems	Change Orders	Is:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*Create New Personalized Response Window*



- Click in the **Name** field and type in a name.



**NOTE:** Choose a name that corresponds to the response. Remember to include initials or a number in the name to identify the personalized response as your own.

- Click in the **Response** field and type in a response.

**Create New Personalized Response** [Save] [Cancel] [Reset]

**Name \*** LM Video Acceleration **Response Owner** Miller, Lori **Record Status \*** Active

**Response** [Spelling]

This solution will fix the DE Streaming/TV Display problem. While the video is playing on DE Streaming, right click on the video. Choose Options. Drag the bar under Video Acceleration from the right into the center and click OK. You should now be able to view the video from the TV when you click Full Screen.

**Display the Response for:**

Requests	Incidents	Problems	Change Orders	Issues
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*New Personalized Response Example*

- Click **Save**.

## Accessing the Personalized Response or Global Personalized Response

- Open the **Request Detail** window.

**MCPs Help Desk Tech Support Center**

Logged in as: **Miller, Lori** (Log Out) [Close Window]

File View Activities Actions Search Reports Window Help

**599 Request Detail** [Edit] [Create Change Order] [Create Incident] [Profile Browser]

Affected End User (Required)	Request Area	Status	Priority
Miller, Lori E	Elementary.I need my SupportSpecialist	Closed	None

**Detail**

Reported By	Assignee	Group (Required)	Asset
Miller, Lori E	Miller, Lori E	ES-ITSS	

Active?	Location	Location Description	Call Back Date/Time
NO	41415	Technology Consulting and Communication Systems Team	

**Summary Information**

*Request Detail Window*

2. Click the **Activities** menu on the Navigation bar.



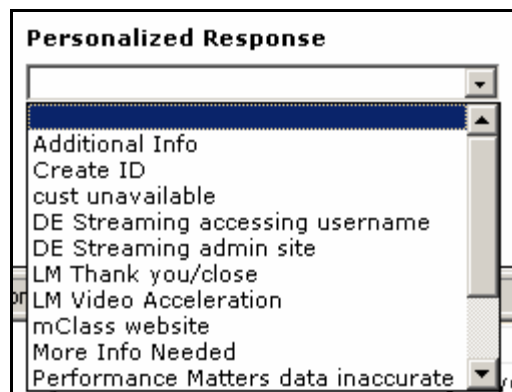
*Activities Menu*

3. Select **Update Status**. The Status Change window is displayed.

The screenshot shows the 'Status Change Request 621' window. It has a title bar with 'Incident' and a 'Go' button. The window is divided into several sections. The 'Request Number' is 621. The 'Current Status' is 'Closed'. The 'Time Spent' field is empty. The 'Date of Activity' is '04/09/2008 03:13 pm'. The 'Time Stamp' is '04/09/2008 03:13 pm'. The 'Internal?' checkbox is unchecked. The 'User Description' field contains the text 'hi just practicing w/promethean'. The 'Personalized Response' field is empty. There are 'Save', 'Cancel', and 'Reset' buttons at the top right of the window.

*Status Change Window*

4. Click on the drop-down menu under **Personalized Response** and select an appropriate response.



*Personalized Response list*

- Click in the **User Description** field. The response will display inside the user description field.

**User Description** **Spelling**

The DE Streaming administrative site to view account information and usage is: admin.unitedstreaming.com  
 The DE Streaming administrative site to view account information and usage is: admin.unitedstreaming.com  
 The DE Streaming administrative site to view account information and usage is: admin.unitedstreaming.com  
 The DE Streaming administrative site to view account information and usage is: admin.unitedstreaming.com

**Personalized Response**

DE Streaming admin site

*User Description field*

- Click the drop down menu for **New Status** and update the status of the request.

**New Status**

Closed

Close Requested

Closed

Closed-Unresolved

Fix in Progress

Hold

Open

Problem-Closed

Problem-Fixed

Problem-Open

Researching

Work In Progress

*Status field*

- Click **Save**.

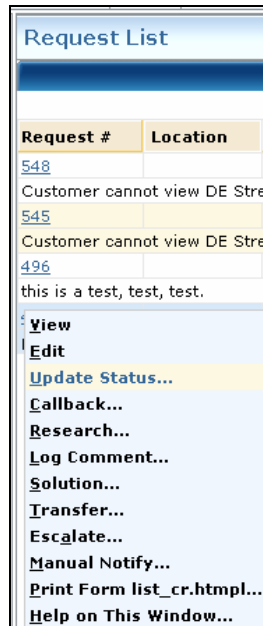
## Closing a Request

- From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

Request #	Location	Status	Open Date	Priority	Group/Parent	Contacts
1	sed	04/04/2008 11:53 am	4-Normal	Help Desk	Assignee: Miller, Lori E	
2					Customer: Gaudino, Margaret M	
3	sed	04/01/2008 09:13 am	None	ES-ITSS	Assignee: Miller, Lori E	
4					Customer: Miller, Lori E	
5	sed	03/26/2008 02:54 pm	4-Normal	Help Desk	Assignee: Miller, Lori E	
6					Customer: Treiber, Lauren D	
7	sed	03/26/2008 09:21 am	4-Normal	Help Desk	Assignee: Miller, Lori E	
8					Customer: Treiber, Lauren D	
9	sed	03/25/2008 09:45 am	4-Normal	Help Desk	Assignee: Miller, Lori E	

*Request List with right-click menu*

2. Right-click on the **Request #** to be closed. The Right-click menu will display.



*Right-click Menu for Ticket Number*

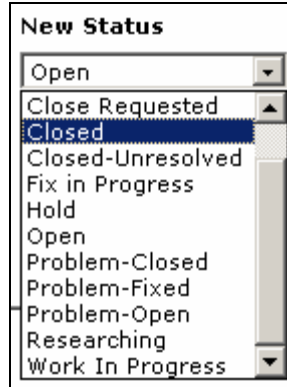
3. Choose **Update Status**. The Status Change Request window will display.

4. Type in the solution to the problem in the **User Description** field.

A screenshot of a web application window titled "Status Change Request 462". It has a "Save" button in the top right corner. The window is divided into two main sections. The left section contains fields for "Request Number" (462), "Current Status" (Open), and "Time Spent" (an empty text box). The right section contains a "Request Summary" (problem with TV/computer hookup), a "New Status" dropdown menu (set to "Closed"), a "Date of Activity" field (03/27/2008 11:51 am), and a "Time Stamp" field (03/27/2008 11:51 am). Below these fields is a "User Description" field with a "Spelling" button. The "User Description" field contains the text: "To resolve this problem, right-click on the video while it is open and playing. Choose Options. Drag the button in the video acceleration into the center and click OK. You should now see the video displaying on the TV."

*Status Change to Close Request*

5. Click on the **drop-down menu** under New Status.



*New Status Drop Down Menu*

6. Select **Closed**.
7. Click **Save**.

## Printing Forms

You can print a report of your requests. This report function is available for individual request detail.

1. Go to the window on which you want to report.
2. Click **File** on the navigation bar.
3. Select **Print Form**.



*File Menu*

4. Click **Print** when the Print window displays.

The **Request List** window prints the information provided on the Unicenter summary screen (see below):

Request List						
Search Show Filter Clear Filter Edit in List						
1-5 of						
Request #	Location	Status	Open Date ▼	Priority	Group/Parent	Contacts
<a href="#">557</a>		Open	03/27/2008 10:05 am	4-Normal	Help Desk	Assignee: Miller, Lori
Just checking to see if I can refresh to see this new ticket...						
<a href="#">548</a>		Open	03/26/2008 02:54 pm	4-Normal	Help Desk	Assignee: Miller, Lori
Customer cannot view DE Streaming videos when displayed full...						
<a href="#">545</a>		Open	03/26/2008 01:58 pm	4-Normal	TSS	Assignee: Miller, Lori
Customer cannot view DE Streaming videos						
<a href="#">496</a>		Open	03/25/2008 03:28 pm	4-Normal	Help Desk	Assignee: Miller, Lori
this is a test, test, test.						
<a href="#">462</a>	02051	Open	03/19/2008 12:40 pm	4-Normal	Help Desk	Assignee: Miller, Lori
problem with TV/computer hookup						

*Request List Window*

The **Request Detail report** provides all the details on each request in the report (see below):

548 Request Detail				Edit	Create Change Order	Create Incident	Profile Bro																
Treiber, Lauren		AdminOffice.Other		Open		4-Normal																	
<div> <div>Detail</div> <table border="1"> <tr> <td>Reported By</td> <td>Assignee</td> <td>Group (Required)</td> <td>Asset</td> </tr> <tr> <td>Miller, Lori</td> <td>Miller, Lori</td> <td>Help Desk</td> <td></td> </tr> <tr> <td>Active?</td> <td>Location</td> <td>Location Description</td> <td>Call Back Date/Time</td> </tr> <tr> <td>YES</td> <td></td> <td></td> <td></td> </tr> </table> </div>								Reported By	Assignee	Group (Required)	Asset	Miller, Lori	Miller, Lori	Help Desk		Active?	Location	Location Description	Call Back Date/Time	YES			
Reported By	Assignee	Group (Required)	Asset																				
Miller, Lori	Miller, Lori	Help Desk																					
Active?	Location	Location Description	Call Back Date/Time																				
YES																							
<div> <div>Summary Information</div> <table border="1"> <tr> <td>Summary</td> <td>Total Activity Time</td> </tr> <tr> <td>Customer cannot view DE Streaming videos when displayed full...</td> <td>00:24:53</td> </tr> <tr> <td colspan="2">Description</td> </tr> <tr> <td colspan="2">Customer cannot view DE Streaming videos when displayed full screen from computer to TV. The video shows up on the computer, but the TV is black.</td> </tr> <tr> <td>Open Date/Time</td> <td>Last Modified</td> <td>Resolve Date/Time</td> <td>Close Date/Time</td> </tr> <tr> <td>03/26/2008 02:54 pm</td> <td>03/26/2008 03:19 pm</td> <td></td> <td></td> </tr> </table> </div>								Summary	Total Activity Time	Customer cannot view DE Streaming videos when displayed full...	00:24:53	Description		Customer cannot view DE Streaming videos when displayed full screen from computer to TV. The video shows up on the computer, but the TV is black.		Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time	03/26/2008 02:54 pm	03/26/2008 03:19 pm		
Summary	Total Activity Time																						
Customer cannot view DE Streaming videos when displayed full...	00:24:53																						
Description																							
Customer cannot view DE Streaming videos when displayed full screen from computer to TV. The video shows up on the computer, but the TV is black.																							
Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time																				
03/26/2008 02:54 pm	03/26/2008 03:19 pm																						
6. Knowledge		7. Solutions		8. Properties																			
1. Activities	2. Event Log	3. Attachments	4. Service Type	5. Parent / Child																			
Request Activity Log List				Search Show Filter Clear Filter (@)																			
1-2 of 2																							
Created By / Description	On	Time Spent	Type																				
System_AHD_generated	03/26/2008 03:19 pm	00:00:00	Event Occurred																				
AHD05441: Request 548 has an assignee assigned																							
Miller, Lori	03/26/2008 02:54 pm	00:24:53	Initial																				
create a new request/incident/problem/change/issue																							

*Request Detail Report*

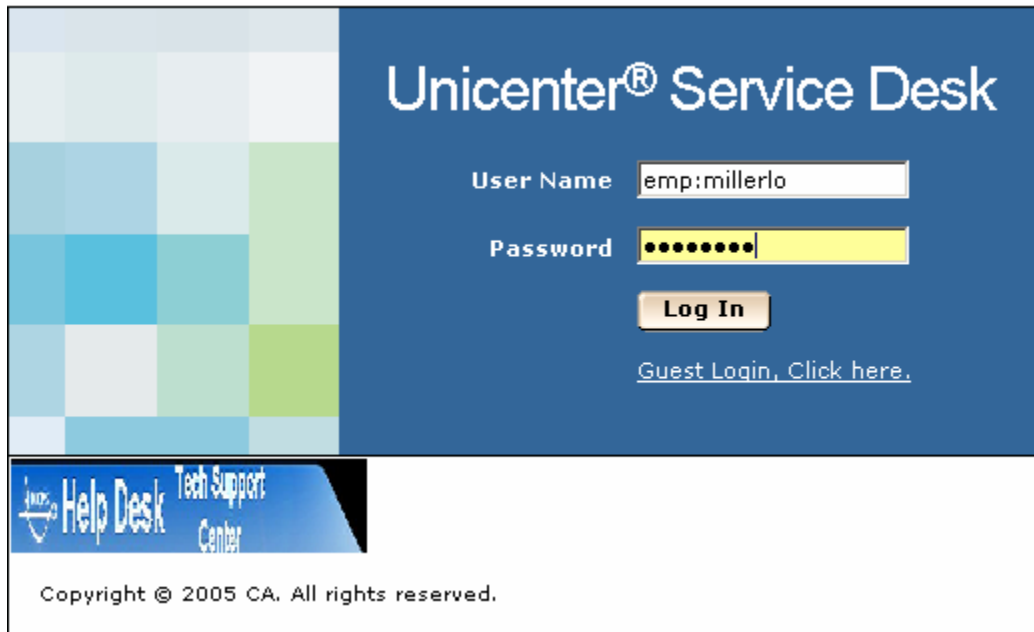
## Logging Out

1. Click the **Log Out** link on the upper center area next to the Analyst's name.

MCPS Help Desk Tech Support Center	
Logged in as: <b>Miller, Lori</b> ( Log Out )	
Service Desk	Knowledge

*Log Out link*

## Logging In to USD as an Employee



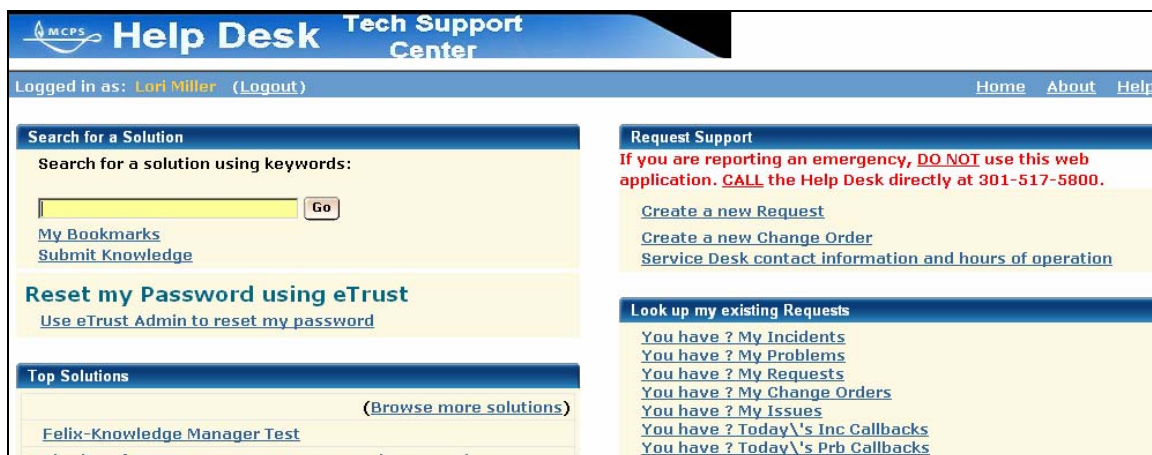
The image shows the Unicenter Service Desk login interface. On the left is a decorative graphic of a grid of squares in shades of blue, green, and yellow. The main area has a dark blue background with the text "Unicenter® Service Desk" in white. Below this, there are two input fields: "User Name" with the text "emp:millerlo" and "Password" with a masked password "\*\*\*\*\*". A "Log In" button is positioned below the password field. Below the button is a link that says "Guest Login, Click here.". At the bottom of the page, there is a logo for "Help Desk Tech Support Center" and a copyright notice: "Copyright © 2005 CA. All rights reserved."

1. Type **emp:** before your Outlook username.
2. Type in your Outlook password.



**NOTE:** End-Users will only put in the username and password. End-Users will **NOT** need to add **emp:** before the Outlook username.

3. Click the **Log In** button. The Unicenter Service Desk home page will display.

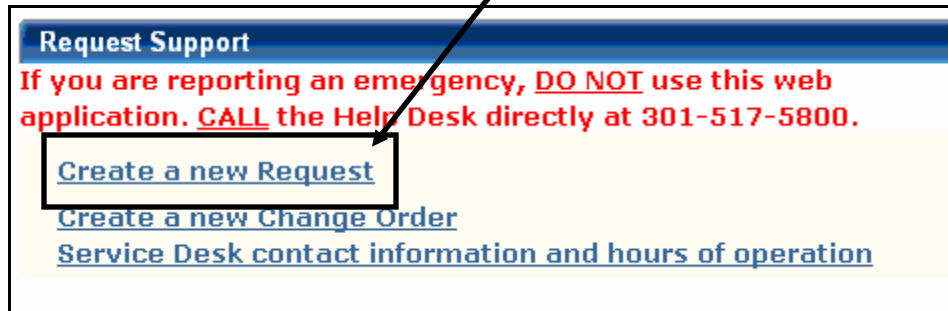


The image shows the Unicenter Service Desk home page after a successful login. The header includes the "MCPS Help Desk Tech Support Center" logo and navigation links for "Home", "About", and "Help". Below the header, it says "Logged in as: Lori Miller (Logout)". The main content area is divided into several sections: "Search for a Solution" with a search bar and "Go" button; "Request Support" with a warning about emergencies and links to "Create a new Request", "Create a new Change Order", and "Service Desk contact information and hours of operation"; "Reset my Password using eTrust" with a link to "Use eTrust Admin to reset my password"; "Top Solutions" with a link to "Browse more solutions" and a list of solutions including "Felix-Knowledge Manager Test"; and "Look up my existing Requests" with a list of links for various request types like "My Incidents", "My Problems", "My Requests", "My Change Orders", "My Issues", "Today's Inc Callbacks", and "Today's Prb Callbacks".

*Employee Interface Home Page*

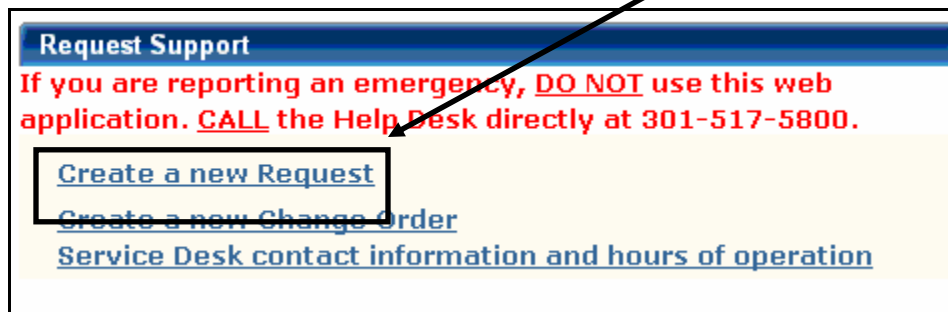


- Under the Request Support area, click on the **Create a new Request** link. The Unicenter Service Desk home page will display.



### ***Creating a New Request***

- To create a request, under the Request Support area, click on the **Create a new Request** link.



- The Request Detail window will open and the Request will have a Request number assigned to it.

A screenshot of the 'Request Detail' window. The window title is '767 Request Detail'. At the top right, there are four buttons: 'Save', 'Cancel', 'Reset', and 'Attach Document'. The main content area contains several fields: 'Reported by' with the value 'Lori, Miller'; 'Phone Number' with the value '240-123-1234'; 'Priority (required)' with a dropdown menu showing '4-Normal'; 'Email Address' with the value 'Lori\_Miller@mcpsmd.org'; and 'Request Area (required)' with the value 'Elementary.HardwareRepair.com'. The '767' in the title bar is highlighted with a black rectangular box. An arrow points from the text 'Request number' in the step above to this box.

*Request Detail Window*

The following table describes the fields in the Request Detail window:


Field Name	Description
Reported by	Automatically populates with the ticket creator's name.
Phone Number	Automatically populates with the ticket creator's work phone number. To change the phone number, click in the field and type the correct information.
Email Address	Automatically populates with the ticket creator's email address.
Priority	This field will default to 4-Normal. Employee will not be able to change the priority level. Only an analyst is able to change this field.
Request Area	This is a required field. Here you will identify the work location and type of problem you are reporting.. See steps below.
Request Description	Allows analyst to give additional information regarding request.

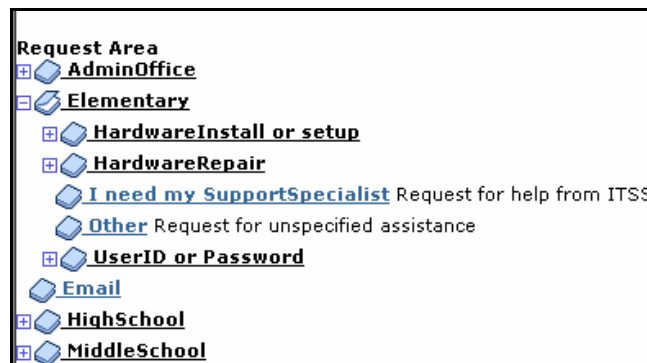
### To change the Request Area field:

1. Click on the **Request Area** button to choose the Area for the request.




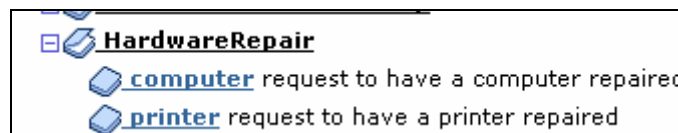
**NOTE:** Choosing the correct Request Area will ensure that your request is sent directly to the group that can most quickly resolve your problem.

2. Under Request Area, click on the  **symbol** to expand the menus.
3. Select the **areas** that matches your location and type of problem.



*Request Area Selection*

4. If your request is not related to a computer/printer problem, click **Other**.
5. If your request is related to a computer or printer, click on the  **symbol** to expand the Hardware Repair link and choose the hardware that corresponds to your request.



*Hardware Repair Request Area Selection*

6. Five required fields will display under the Request Description.
7. Fill in the **Request Description** field with specific details about the problem.
8. If requesting Hardware support, you must provide the following information in the appropriate fields:
  - Current location
  - Computer manufacturer
  - Computer model
  - MCPS barcode
  - Serial number

Logged in as: **Lori Miller** (Logout) [Home](#) [About](#) [Help](#)

**753 Request Detail**

<b>Reported by</b> Miller, Lori E	<b>Email Address</b> <input type="text" value="Lori_E_Miller@mcpsmd.org"/>
<b>Phone Number</b> <input type="text" value="240-123-4567"/>	<b>Request Area (required)</b> <input type="text" value="Elementary.HardwareRepair.com"/>
<b>Priority (required)</b> <input type="text" value="4-Normal"/>	
<b>Request Description (required)</b> <input type="button" value="Spelling"/>	
<input type="text" value="My computer will not start-up. It is making loud noises when I turn on the power button. Please help."/>	
<b>Current location (required)</b>	<input type="text" value="Goshen ES rm. 201"/>
<b>Computer manufacturer (required)</b>	<input type="text" value="Dell"/>
<b>Computer model (required)</b>	<input type="text" value="Latitude D600"/>
<b>MCPS barcode (required)</b>	<input type="text" value="MCPS 432501"/>
<b>serial number (required)</b>	<input type="text" value="SE4352678"/>
Monitor serial number (for monitor or speaker problems) <input type="text"/>	

*Request Detail Window*



**NOTE: Include your classroom number in your request description.**

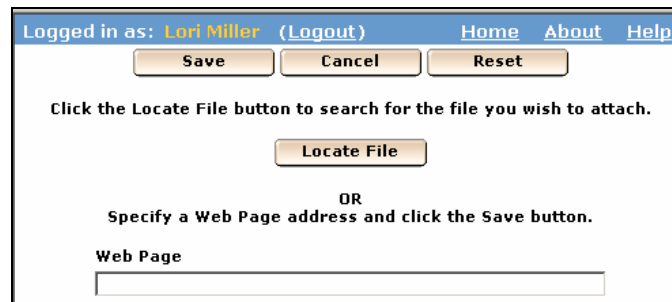
9. Click on the **Spelling** button to check your spelling.
10. Click the **Attach Document** button to upload and attach pictures or other information related to the problem.

**626 Request Detail**

<b>Reported by</b> Miller, Lori E	<b>Email Address</b> <input type="text" value="Lori_E_Miller@mcpsmd.org"/>
<b>Phone Number</b> <input type="text" value="301-123-4567"/>	<b>Request Area (required)</b> <input type="text" value="Elementary.I need my SupportSp"/>
<b>Priority (required)</b> <input type="text" value="4-Normal"/>	
<b>Request Description (required)</b> <input type="button" value="Spelling"/>	
<input type="text" value="I am unable to view my DE Streaming video when attempting to display from my computer to my TV in my classroom. I can see the video playing on the computer, but when I choose full screen the TV screen turns black. I am located in classroom #214. Thanks for your help, Lori"/>	

*Request Detail Window*

11. Click on the **Save** button to save your request. This will also send your request to the appropriate analyst for resolution.

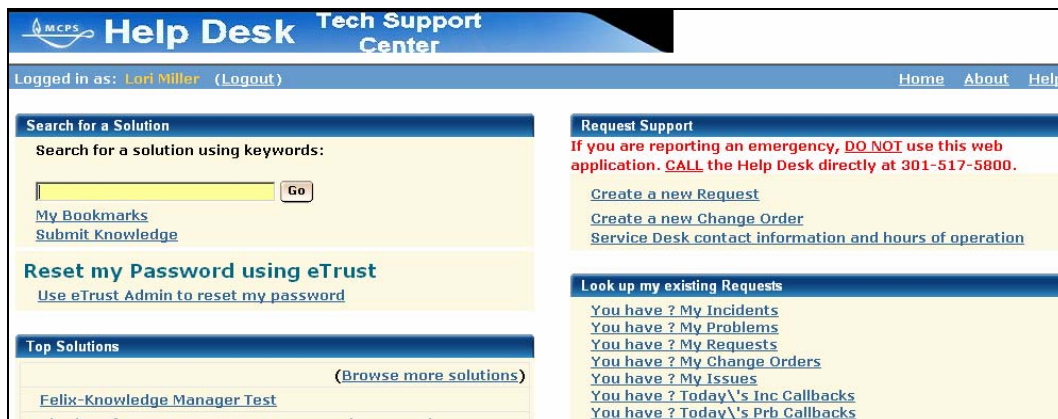


The screenshot shows a web interface titled "Attachment Window". At the top, it says "Logged in as: Lori Miller (Logout)" with links for "Home", "About", and "Help". Below this are three buttons: "Save", "Cancel", and "Reset". A message states: "Click the Locate File button to search for the file you wish to attach." Below this is a "Locate File" button. An "OR" separator follows, with the instruction: "Specify a Web Page address and click the Save button." There is a text input field labeled "Web Page" with a cursor inside.

*Attachment Window*

## Viewing My Request

1. Under **Look up my existing Requests**, click on the **You have ( ) My Requests** link.



The screenshot shows the "MCPS Help Desk Tech Support Center" homepage. The header includes the MCPS logo and "Help Desk Tech Support Center". Below the header, it says "Logged in as: Lori Miller (Logout)" with links for "Home", "About", and "Help". The main content area is divided into several sections: "Search for a Solution" with a search bar and "Go" button; "My Bookmarks" and "Submit Knowledge" links; "Reset my Password using eTrust" with a link to "Use eTrust Admin to reset my password"; "Top Solutions" with a link to "(Browse more solutions)"; "Request Support" with a warning about emergencies and links for "Create a new Request", "Create a new Change Order", and "Service Desk contact information and hours of operation"; and "Look up my existing Requests" with a list of links: "You have ? My Incidents", "You have ? My Problems", "You have ? My Requests", "You have ? My Change Orders", "You have ? My Issues", "You have ? Today\'s Inc Callbacks", and "You have ? Today\'s Prh Callbacks".

*Employee Interface Home Page*

2. The **My Requests** window will display.
3. Click on a **Request number** to view the details of each request.

Request #	Status	Open Date ▼	Priority	Group	Contacts
<a href="#">626</a>	Open	04/04/2008 01:16 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: I am unable to view my DE Streaming video when att					
<a href="#">623</a>	Open	04/04/2008 12:12 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: testing					
<a href="#">603</a>	Open	04/01/2008 02:13 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: thsi is a test					
<a href="#">557</a>	Open	03/27/2008 10:05 am	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: Just checking to see if I can refresh to see this					
<a href="#">545</a>	Open	03/26/2008 01:58 pm	Prio: 4-Normal	TSS	Assignee: Miller, Lori E
Description: Customer cannot view DE Streaming videos when disp					
<a href="#">501</a>	Open	03/25/2008 04:07 pm	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: this is a test					
<a href="#">496</a>	Open	03/25/2008 03:28 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: this is a test, test, test.					

### Viewing Request List for End-User

4. The **Request Detail** will display.

626 Request Detail				Edit Request	Add Comment	Attach Document	Close Request
<b>Open Date/Time</b>	<b>Status</b>	<b>Priority</b>	<b>Request Area</b>				
04/04/2008 01:16 pm	Open	4-Normal	Elementary.I need my SupportSpecialist				
<b>Request Description</b>							
I am unable to view my DE Streaming video when attempting to display from my computer to my TV in my classroom. I can see the video playing on the computer, but when I choose full screen the TV screen turns black. I am located in classroom #214. Thanks for your help, Lori							
<b>Properties</b>							
<b>Name</b>	<b>Value</b>	<b>Example</b>					
<b>History</b>							
<b>Contact</b>	<b>Date</b>	<b>Type</b>	<b>Summary</b>				
System_AHD_generated	04/04/2008 01:44 pm	Event Occurred	AHD05441: Request 626 has an assignee assigned				
Miller, Lori E	04/04/2008 01:16 pm	Initial	Contact: Miller, Lori E Phone: 301-123-4567 Email: Lori_E_Miller@mcpsmd.org				

### Viewing Request Detail for End-User

## Auto Notifications

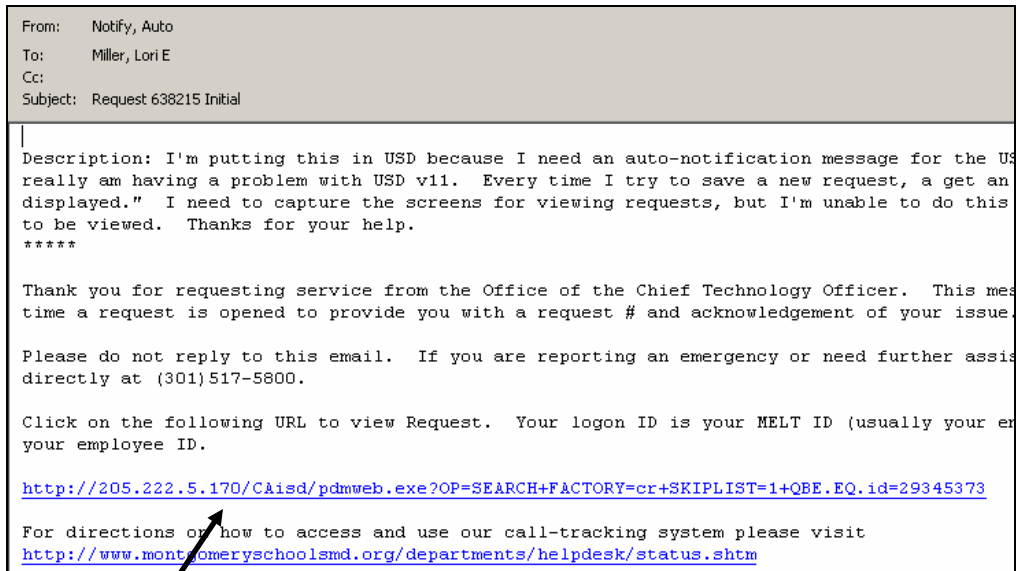


**NOTE:** You will receive auto notifications via Outlook each time your request is created, updated, escalated, or closed. You should review the auto notification, since the analyst often includes comments when adding information regarding your request.

Inbox			
From	Subject	Received	Size
Date: Today			
Notify, Auto	Request 638215 Initial	Tue 3/18/2008 11:31 AM	2 KB

### Auto Notify example message via Outlook

1. Open your **Outlook Inbox** to view your Auto Notification messages.
2. Click on the **Notify, Auto** message to view the comments regarding your request.



*Auto Notification Message via Outlook*

3. Click on the **link** provided in the email message to log in to USD to view your request information.