

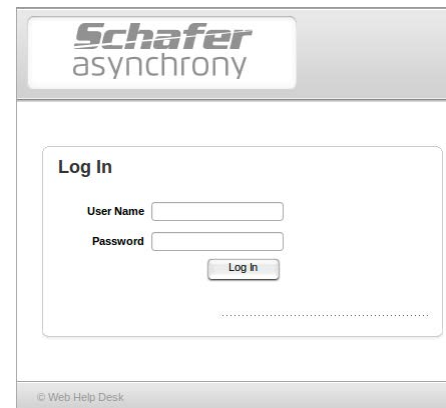
Schafer Helpdesk User Guide

Schafer has recently adopted a new corporate-wide helpdesk system. This document is meant to serve as a quick reference guide to inform Schafer employees of two methods for entering helpdesk tickets.

Option 1: Entering a helpdesk ticket through the website

For security reasons, the helpdesk site is **ONLY** available when connected to the internal network. In order to connect to the helpdesk website, a user **MUST** be using a computer connected to Schafer's network or be connected to the VPN.

1. Open any web browser (Firefox, Chrome, etc.) and go to <https://helpdesk.asynchrony.com>
2. Enter your Active Directory username and password and click the 'Login' button.
3. On the Help Request screen, choose the 'Request Type' from the drop-down list that best describes your issue. Depending on the 'Request Type', additional sub-category fields may display.

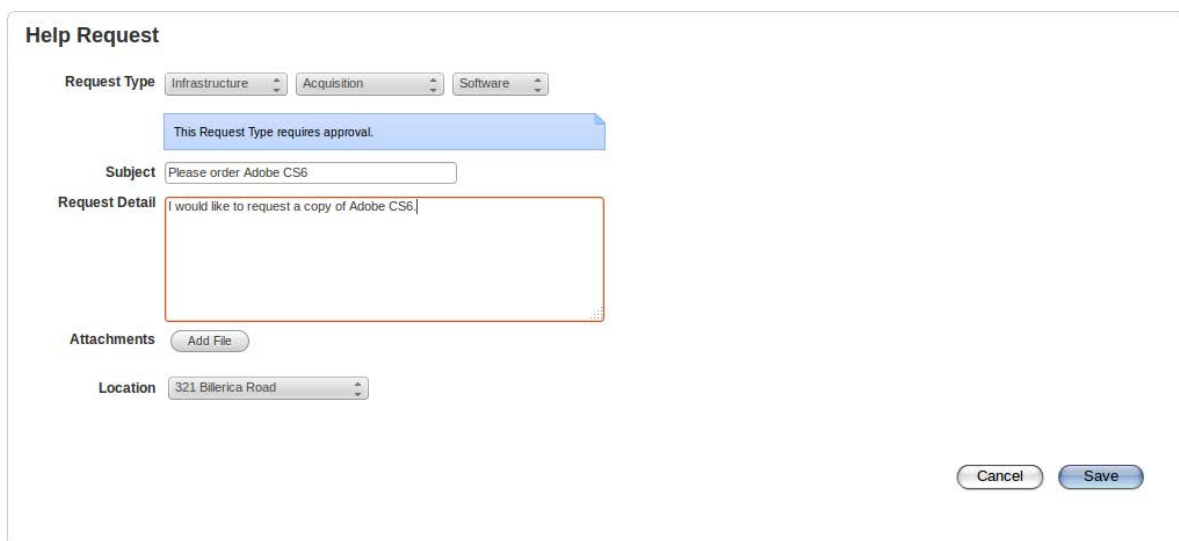


The screenshot shows the login interface for the Schafer asynchrony helpdesk. At the top is the 'Schafer asynchrony' logo. Below it is a 'Log In' section with two input fields: 'User Name' and 'Password'. A 'Log In' button is positioned below the password field. At the bottom of the page, there is a small copyright notice: '© Web Help Desk'.

Choosing the proper Request Type will expedite your request and avoid unnecessary delays!



This screenshot displays the navigation bar of the helpdesk system. On the left is the 'Schafer asynchrony' logo. To its right are five icons with labels: 'Request' (a gear), 'History' (a clock), 'FAQs' (a graduation cap), 'Messages' (a notepad), and 'Profile' (a person icon). On the far right, the user's name 'Test Klucker' is displayed next to a small green icon.



The screenshot shows the 'Help Request' form. At the top, the title 'Help Request' is displayed. Below it, the 'Request Type' is set to 'Infrastructure', with 'Acquisition' and 'Software' as other options. A blue message box states: 'This Request Type requires approval.' The 'Subject' field contains the text 'Please order Adobe CS6'. The 'Request Detail' field contains the text 'I would like to request a copy of Adobe CS6'. Below this is an 'Attachments' section with an 'Add File' button. The 'Location' dropdown menu is set to '321 Billerica Road'. At the bottom right, there are 'Cancel' and 'Save' buttons.

4. Enter a subject (summary) for your request fill in the Request Detail section with specifics of what you need. It is important to be as detailed and specific as possible. (Details may include full error messages, product names, product versions, operating system version, hostnames, IP addresses, etc.)

*****NOTE: It is also possible to attach screenshots or other relevant file types to the ticket by clicking the Attachments > Add File button.*****

Other Helpdesk Website Notes

1. Click on the 'History' icon to view ticket details and follow the progress, or cancel a request that is no longer needed.



2. Click on the 'FAQs' icon to view frequently asked questions and other tips and tricks that may help solve your problem without the need to submit a ticket.
3. Click on the 'Logout' icon when you are finished entering a ticket or looking up other helpdesk information.

Option 2: Entering a helpdesk ticket through email

The Schafer helpdesk system can automatically create tickets from an email. From a valid Schafer employee email address, simply send an email to the following helpdesk email address:

helpdesk@schafercorp.com

Things to remember:

1. The subject and body of the email become the subject and the body of the helpdesk ticket. Remember to be as detailed as possible.
2. Whenever a helpdesk ticket is edited by a helpdesk technician, an email receipt will be sent to the requesting employee. The employee then has the ability to update that same ticket by replying to the email and updating their response in the body of the email.