

# How To: Service Desk Co-op

### Information you need to know:

#### Service Desk Administrator Log in

Username: sdesk\_**[fsra username]**

Password: **[Will be given to you]**

#### User Information

Username: first letter of the first name, first seven letters of the last name

e.g. Sarah Joo -> sjoo

Serah Majekodunmi -> smajekod

Email: [firstname.lastname@fsrao.ca](mailto:firstname.lastname@fsrao.ca)

Username and password are synced for all windows, forticlient and Microsoft sign-ins

When resetting password, the device must be connected to FSRA WI-FI

- If user is at home, connect to the vpn with the new password and once connected, the passwords will be synced up

#### WIFI Information

Wi-Fi Credentials (FSRA-WIFI) – already setup

FSRAO-Mobile – same credentials for windows

Bell-Internet: **tester WI-FI (requires vpn connection to use company resources)**

Password: FSRA24-08!

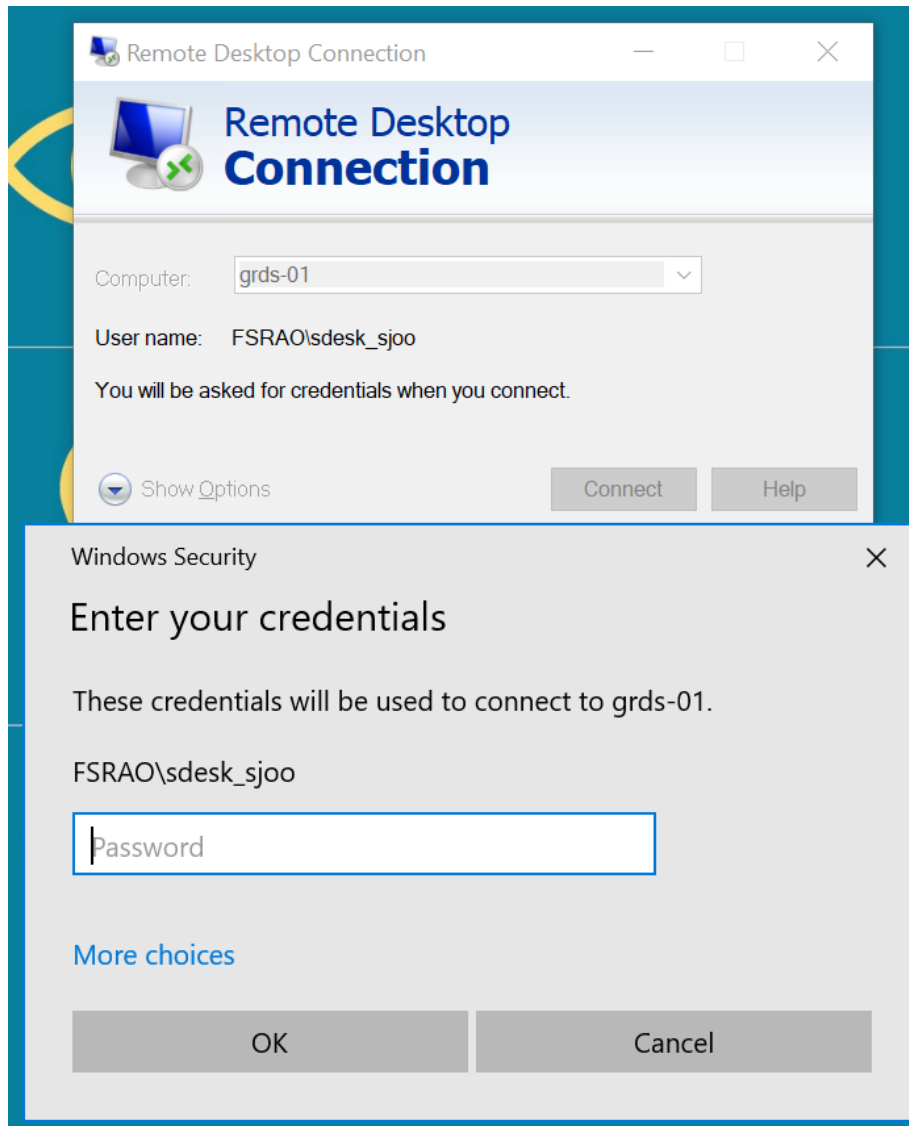
#### AV rooms

Username: [room #]-[name@fsrao.ca](mailto:name@fsrao.ca)

Password: TeamsBRadmin25

#### Remote Desktop Connection

1. Navigate to Remote Desktop Connection
2. Enter “grds-01” and select connect
3. You will use your Service Desk Administrator Credentials to log in

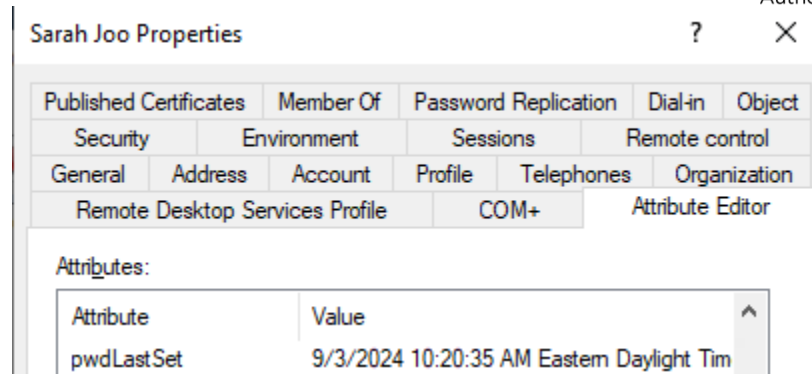


### Useful Tabs to have open

1. **Active Directory Users and Computers**
  - a. Right click **fsrao.ca** and select **Find...**
  - b. Type in the Users' name
    - i. Right click the **User** and select **Properties**
      1. Can find which groups members are in (Member Of)
      2. Can Unlock Account (Account)
    - ii. Change the Users' password
      1. Right click the Users' name and select **Reset Password**

### What if I need to see when the password was last set?

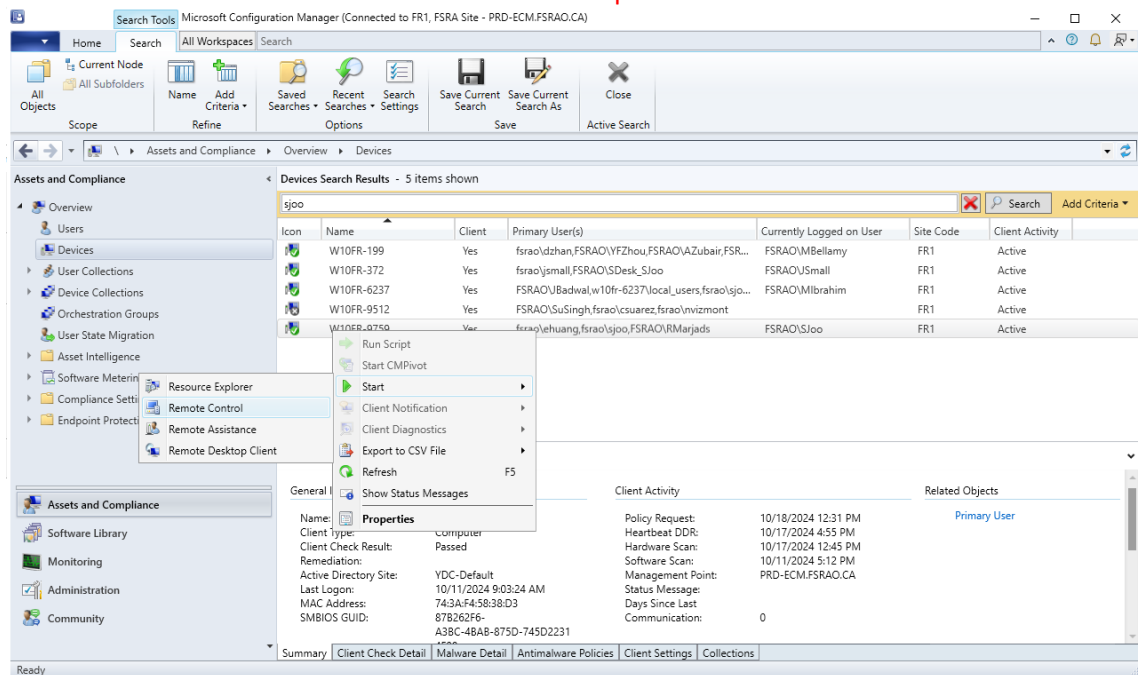
- Select **View** → select **Advanced Features**
- Click **fsrao.ca** → **people** → **active accounts** → scroll to the users' name → **properties**
- Select **Attribute Editor** and scroll to **pwdLastSet**



## 2. Microsoft Configuration Manager

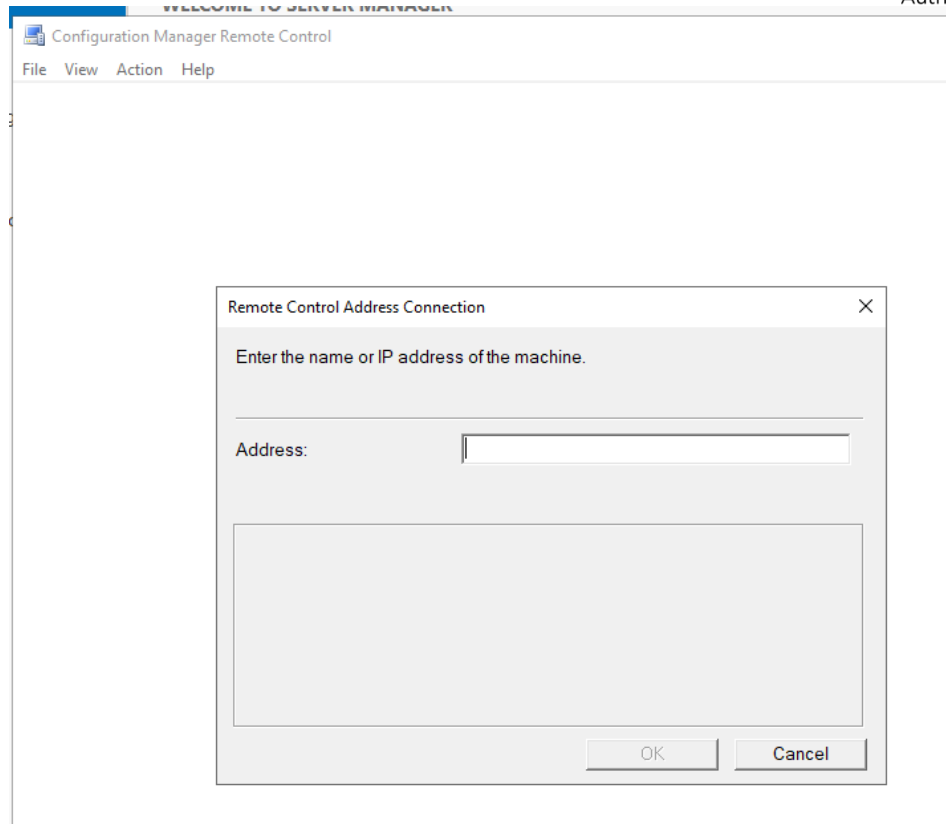
- Select **Devices**
- Enter the Users' username
- Right click **Start** and select **Remote Control**

Remote Control will not work if the user is not on vpn



What if I can't connect to the Users' device but the User is on VPN

- Message Serah, Rana or Varun and ask for the IP of the user
- Navigate to **Remote Control Viewer**
- Select **File** -> **Connect** and Enter the IP of the user



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### Five9 Softphone

<https://ca1.ca.five9.com/login/>

#### On edge browser

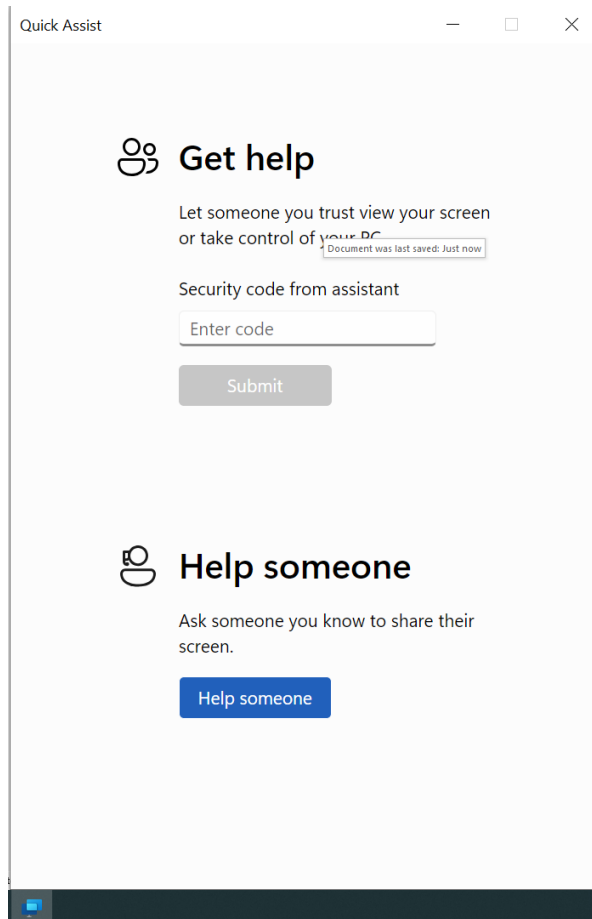
1. Click the link and download the extension
2. Download the softphone software

#### On Chrome

1. Go on Bell Internet (or off vpn)
2. Install the chrome extension
3. Download the softphone software

### Quick Assist (Use when the user cannot connect to VPN)

1. Navigate to the Quick Assist Application on desktop
2. Select Help Someone
3. Give the 6 Character code to the user
4. Once you are connected to the users' desktop, select request control



You will not be able to input your administrator password when connected to Quick Assist  
(Then screen will turn black)

If the user needs the password, generate one using LAPS

### How to use LAPS to generate an administrator password

1. Go to the Remote control Manager in Remote Desktop
  - a. Select **Devices**
  - b. Enter the Users' username
  - c. Take note of the Name
2. Go to **LAPS** on desktop
  - a. Enter the name of the device
  - b. The password will last for 48 hours

The screenshot shows a Windows application window titled "LAPS UI". The window has a title bar with the text "W10FR-9759", "Yes", and "fsrao\ehuang,fsrao\sj". The main content area contains the following fields and buttons:

- ComputerName:** A text box containing "W10FR-9759" and a "Search" button.
- Password:** A text box containing "+eSA4nR5".
- Password expires:** A text box containing "10/24/2024 3:38:43 PM".
- New expiration time:** A date/time picker showing "Friday, October 18, 2024 1:23:25 PM" and a "Set" button.
- Exit:** A button at the bottom right.

- The username will be `.\fsra_wadmin`

## Cherwell (Ticketing System)

Refer to this document: [Cherwell ITSM Training for Technicians](#)

## Employee Onboardings

Before the User Arrives

- You will be assigned a task from an onboarding ticket
- Acknowledge the task
- Look at the related onboarding ticket. (will say if the user needs headphones etc.)

When the User Arrives at the desk

- Take a laptop from the Imaged section of the Techbar
- In Cherwell, search by asset tag and fill in the assign to with the users' name
- Click Production to change the Status of the asset

## Employee Offboarding

- Collect all equipment from the user
- Search the users' name in Cherwell and go to their profile
- Under Hardware Assets unassign each equipment from the user (make sure to check that the asset tags line up)
  - Put location as other, and assign to either Techbar or IT Storage

### Assignment

Assignment Type:

☐ User ☐ Grid Location ☒ Other

Other Location:

Techbar  

- Remember to set the status to Available

#### Actions

- [Available](#)
- [Repair](#)
- [Retire](#)

4. Notify the owner of the offboarding ticket on teams that you've collected the items
  - a. If you haven't received one of the items assigned to the user, let them know when they are dropping off their stuff

## Common Issues and Tips

### "I forgot my password"

1. In person
  - a. Must show their badge containing their name (identification)
  - b. Change the password via Active Directory
2. Online (phone/message)
  - a. Contact their manager for approval to reset their password
  - b. Change the password via Active Directory

Select Unlock account

Unselect User must change password at next logon

The user will not be able to change their password for the next 24 hrs

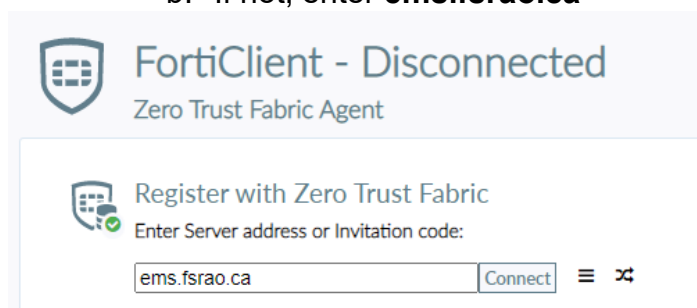
### "I'm locked out of my VPN/desktop" (Incorrect credentials)

1. Ask then if they remember their password
  - a. No → reset the password in **Active Directory**
  - b. Yes → go to **Active Directory** and click **Unlock Account**
    - i. If it is VPN and this doesn't work, they may be IP blocked  
Contact Shiplin Contractor



## “I can’t connect to the VPN”

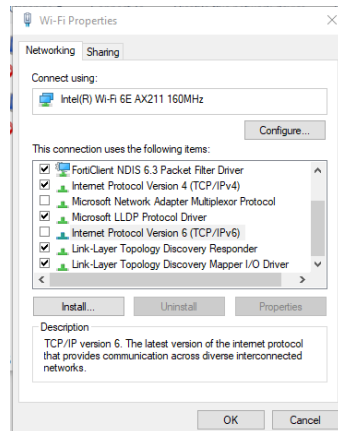
1. Check Forticlient – Zero Trust Telemetry
  - a. Should say Connected
  - b. If not, enter **ems.fsrao.ca**



2. Check FortiClient Version (Should be 7.0.12)  
If not, send this upgrade file to the user and upgrade  
[FortiClient.msi](#)

## “My VPN connection keeps dropping”

1. Turn off IPv6
  - a. Navigate to **Control Panel → Network and Sharing Center → Change Adapter settings**
  - b. Right Click **Wi-Fi** and select **Properties**
  - c. Enter admin password
  - d. Uncheck **Internet Protocol Version 6 (TCP/IPv6)**



- e. Restart the device for the change to take place
2. Perform a Network reset
  - a. Search **Network reset** in bottom search bar and select reset now

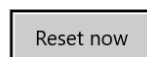
← Settings

## 🏠 Network reset

### Network reset

This will remove then reinstall all your network adapters, and set other networking components back to their original settings. You might need to reinstall other networking software afterwards, such as VPN client software or virtual switches.

Your PC will be restarted.



3. Analyze the wireless network report  
<https://support.microsoft.com/en-us/windows/analyze-the-wireless-network-report-76da0daa-1db2-6049-d154-7bb679eb03ed#:~:text=At%20the%20command%20prompt%2C%20type,by%20Wi-Fi%20connection%20sessions>.
4. Ask the user to connect to their mobile device hotspot and monitor for a couple of hours to see if they still experience drops

### “Outlook or Calendar Problems”

1. Ask the User if they can access the functionality on the web version  
<https://outlook.office.com/mail/>
  - a. Yes → perform O365 repair (or advise them to switch to new outlook as it has more patched solutions)
    - i. Navigate to **apps and features**
    - ii. Select **Microsoft 365 Apps for enterprise – en-us** → **Modify**
    - iii. Select **online repair** → **repair**

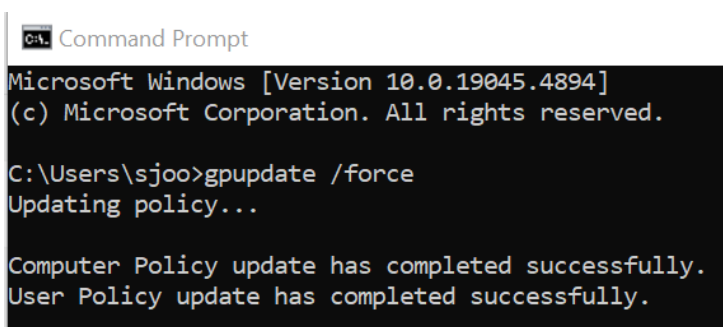
Make sure the user has time. Can take 10-30 minutes to complete depending on the Wi-Fi speeds

- b. No → Google the issue
  - i. Microsoft support forums have discussions for solutions/workarounds to problems (or lack of existing functionality)

## Install/Access Applications

Check this link [Software vs Support - Service Desk Controls.xlsx](#) for details on each application

- 1. Check if the user is added to the access group in Active Directory
  - a. No:
    - i. Initiate Cherwell Approval to manager (can find manager by looking at the user profile in teams)
    - ii. After Approval, assign the ticket to the **Collaboration Engineering team**
  - b. Yes:
    - i. Go to the software center and install the app from there
      - 1. If it doesn't work, ask and close all Microsoft tabs
      - 2. If user was just added to the group and can't see the app  
Type **command prompt** → type **gpupdate /force** → retry the download



```
C:\> Command Prompt
Microsoft Windows [Version 10.0.19045.4894]
(c) Microsoft Corporation. All rights reserved.

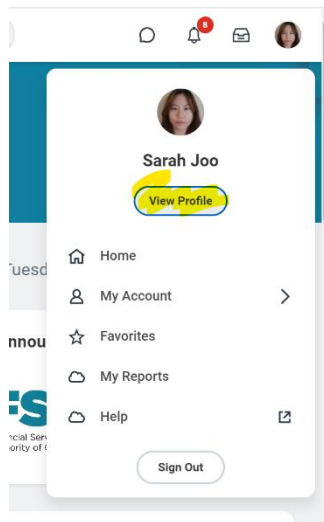
C:\Users\sjoo>gpupdate /force
Updating policy...

Computer Policy update has completed successfully.
User Policy update has completed successfully.
```

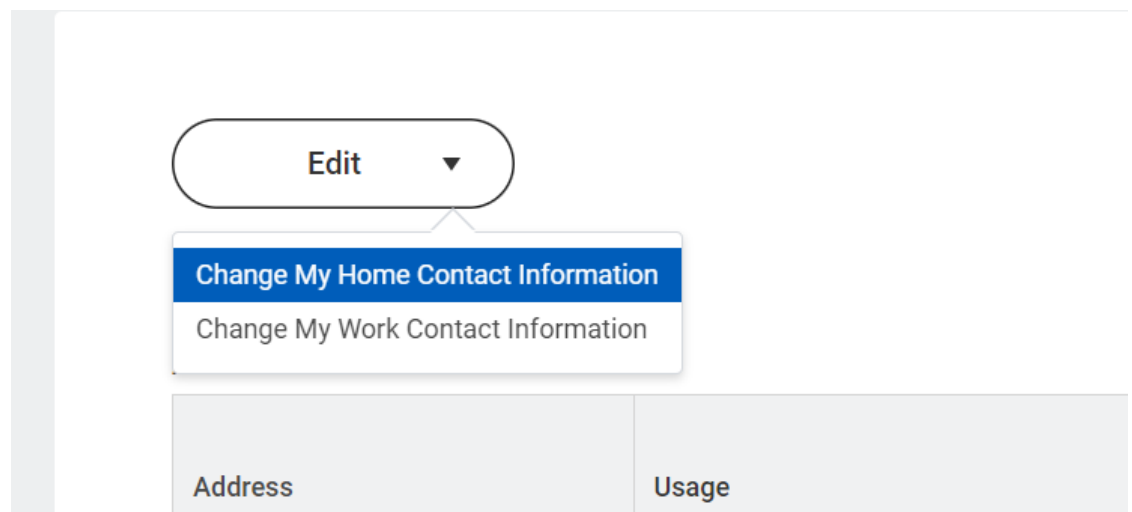
- 2. Exceptions (pathways [\\fsra\dfs\CORP\IT\INSTALL](#) and choose the related install folder)  
~30 mins
  - a. Arctics (HCL) [New Arctics installation guide\(HCL\).docx](#)
  - b. Lotus (IBM) Notes [CU&P New Domino User Setup & Client Installation Instructions - DICO Lotus Notes 5.docx](#)
    - i. If they need the uploads folder [Adding web server address](#)
    - ii. If they need eFiling (secondary login) [eFiling Setup For New User](#)

## OfficeSpace Access for new Hires

- 1. Go to Workday
- 2. Access the profile location at the top right section of the screen



3. Access contact
4. Select the edit button and click change my work contact information in the drop down menu



5. Under work contact information you will see an email addresses section
6. Enter the users' fsrao email and press save
7. The information will update in ~24 hours, and then the user will be able to book a desk in officespace

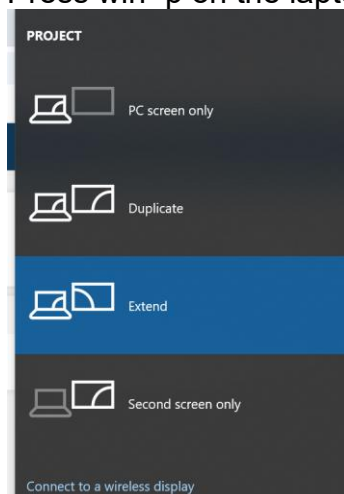
## SQL Servers Setup – ODBC

### [ODBC Installation](#)

## Grid Station Issues

1. Laptop won't charge
  - a. Check the wattage of the docking station charger
    - i. If the docking station is the long one, and the charger isn't 135W, change the charger
  - b. Pinhole reset:
    - i. Power off the laptop

- ii. Disconnect any external wires or cables
    - iii. Located and press the motherboard reset button with the tool 15-20 times
    - iv. Turn on the laptop
  - c. Update drivers
    - i. Install Lenovo Commercial Vantage in the Microsoft Store
    - ii. Check for updates
    - iii. Install all updates and follow the prompts
2. Monitor won't connect (cables: hdmi-dp, dp-dp, hdmi-hdmi)
- a. Press win+p on the laptop keyboard and make sure extend is selected



- b. If the docking station is the small one, make sure both cables aren't on top of each other



- i. If so, take the hdmi-dp cable or dp-dp cable, and make sure both monitor cables are not put both into the highlighted ports
- c. Update drivers
  - i. Install Lenovo Commercial Vantage in the Microsoft Store
  - ii. Check for updates
  - iii. Install all updates and follow the prompts

If you have any questions or concerns, please call the IT Service Desk at 416 590 7111 or email us at [servicedesk@fsrao.ca](mailto:servicedesk@fsrao.ca)

Version	Date	Name	Revision
1.0	12/23/2024	Sarah Joo	Procedure Created

The electronic version of this document is in SharePoint