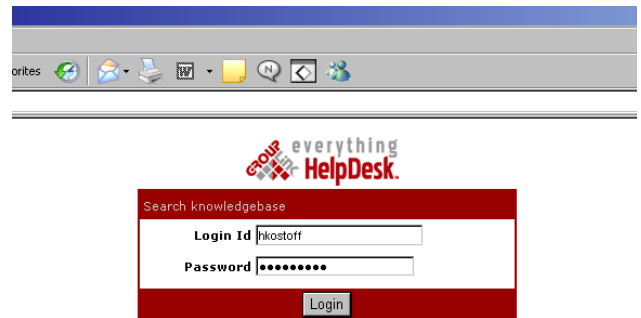


New CCCOE Help Desk Instructions for ROP Users

The new Help Desk will be used by the entire agency for entering technology related help calls beginning February 16, 2010. To access the Help Desk, open your web browser (Internet Explorer) and go to the following site that will contain instructions and video on how to use Help Desk, and a link to the Login page for Help Desk:

<http://169.199.2.30:8080/ehelpdesk/login.gml>

Click the link to the Login page and add this site to your favorites by clicking *Favorites* on the menu bar and choosing *Add to Favorites*. Click *OK* in the Add Favorite window. You will then be able to easily navigate to this web page.

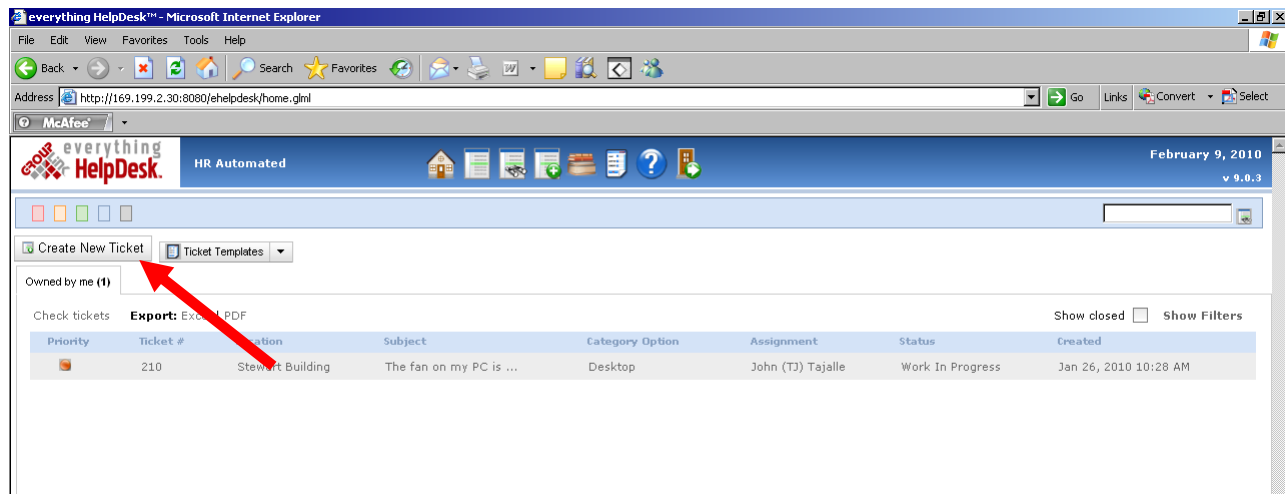


Login with the Login ID and Password you received in an email. If you didn't receive an email with your Login ID and password, please contact Helen Kostoff at 925 942-3412 or hkostoff@cccoe.k12.ca.us.

You will be taken to the Help Desk home page (shown below), any outstanding tickets will show in this window. To view the detail of any of these tickets, click on the ticket.

You can modify the look of the window by clicking one of the colors above the Create New Ticket button. There may be a scrolling marquee shown in the window, in this case "Welcome to the CCCOE Help Desk", any outages would show here.

Click the *Create New Ticket* button to begin a Help Call



The New Ticket window (see next page) will open allowing you to create your Help Ticket. In the Ticket Info section, selections must be made in order from top to bottom, as each selection determines what the next menu will be. All fields are required in the Ticket Info section, and Subject is required in the Description section. All required fields have asterisks.

Ticket # : New Ticket
Created : Feb 9, 2010 12:38 PM
Submitted by : HR Automated
Modified : Feb 9, 2010 12:38 PM

Contact Information

* Contact : HR Automated
Phone : (None)
Email : HRAutomated@cccoe.k12.ca.us
Address : (None)

Ticket Info

* Location : Alhambra High
* Group : User Creates Ticket
* Category : Fix
* Category Option : Hardware
* Assignment : Manigluck, Gussagon
* Room : 101
Submitted by : HR Automated
* Program : ROP

Description

* Subject : CD Tray Broken
CC :
BC :
Note : I kicked my CD tray when it was out and it's hanging down in front of the computer.
Attachments :

Ticket Info Section Fields

Location (Required) - Select the site where the problem is located, in this case Alhambra High.

Group (Required) – Choose *User Creates Ticket* when entering your call

Category (Required)

Fix – something is not working or broken, and needs to be fixed

Install – something needs to be installed on your machine

Assist – you have a question about your equipment or software, but nothing needs to be installed or fixed

Category Option (Required) – Selection available is based on Category chosen above

If Fix or Install was chosen as the Category you will have the options:

Hardware – something is wrong, or needs to be installed on your equipment (computer, printer, etc.)

Software – something is wrong with an application, or an application needs to be installed (Word, Internet, etc.)

If Assist was selected you will have the options:

Info – you need some information about your equipment or application

Other – choose this if none of the other options fit, and explain in the notes section

Assignment (Required) – Your technician will be assigned automatically. If there are multiple technicians at your site, *Ticket Pool* will show and the Help Desk manager will assign your technician

Room (Required) – Enter the room where assistance is needed, if you don't have a room number, enter a floor number or department

Program (Required) – Choose the applicable program, choices are Court & Com, Detention, ROP, Special Ed, or Others. If you don't find your program, select Others.

Description Section Fields

Subject (Required) – Enter a short description of your problem, an example is *Excel won't open*

Note – Give a description of the problem, an example is *When I click the Excel icon on the desktop, it won't open, but if I double-click a document it opens*. Enter any other information such as *this call was entered by a co-worker*, or any special instructions.

Attachment (Optional) – If you need to add an attachment, click the *Browse* button and attach the document

Submitting Your Help Call

When all required fields are filled in, click the *Save Changes* button. Any required field that wasn't filled in will turn red and get an asterisk. Fill in the field and click the *Save Changes* button again.

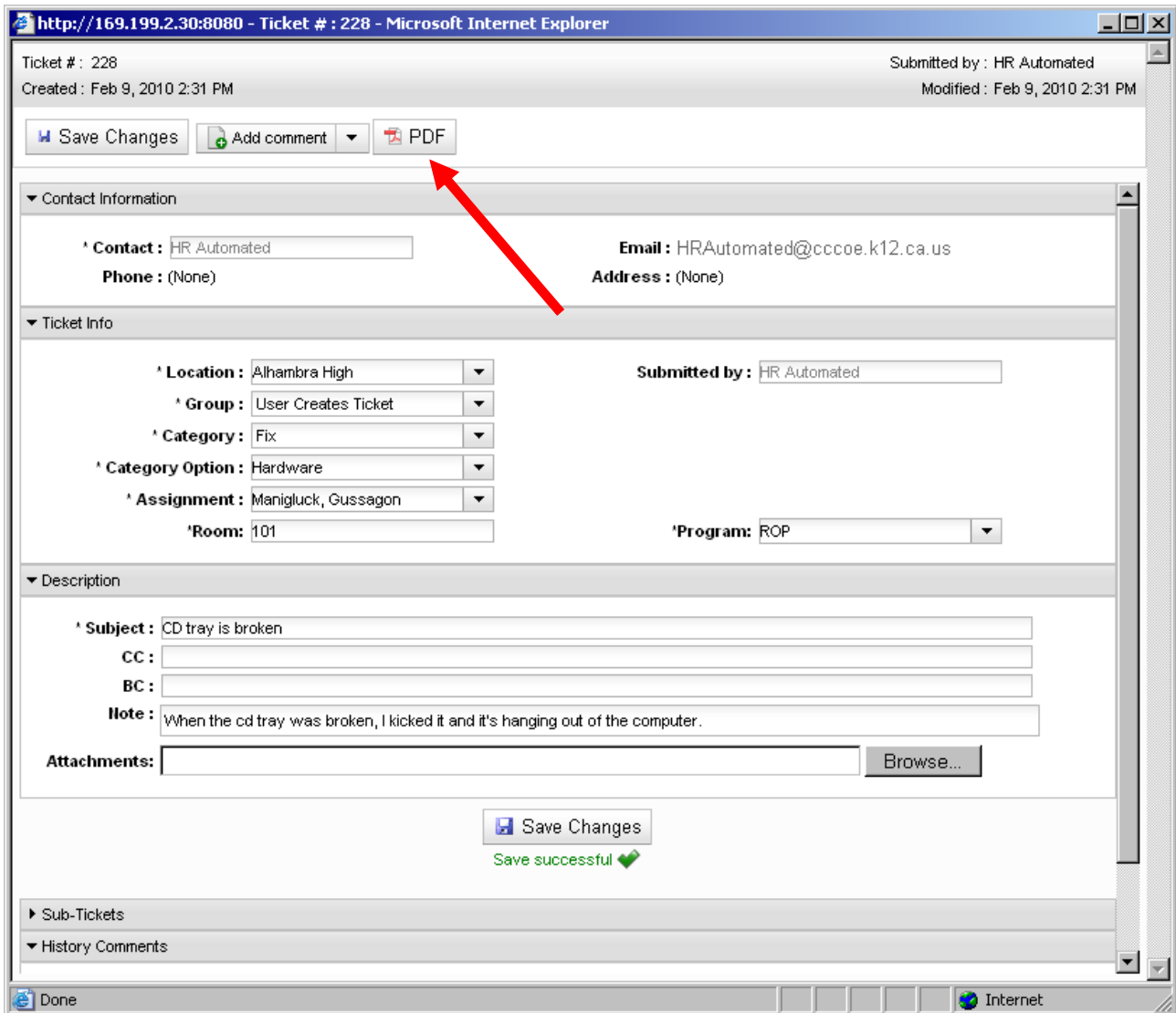
A window will open showing the ticket you just entered (see next page), with four more fields added at the bottom. If the ticket was submitted correctly, it will say *Save Successful* in green under the *Save Changes* button near the bottom. The ticket number is shown in the upper left corner, along with the date and time the call was made. The upper right corner shows who submitted the ticket, and the date and time the ticket was last modified. The technician will receive an email anytime the ticket is edited, or a comment is added.

Sub-Tickets – this field will be used by the technicians

History Comments – any comments made by the user or technician will be shown here, you can use the *Add comment* button to add a comment at any time. If you would like to cancel your call, add the information in a comment.

Ticket Audit – shows an audit trail of everything that's happened with the ticket

Survey Results – shows survey results if the user filled out a survey when the ticket was resolved. You will receive a survey request via email once a ticket has been resolved



Printing a Copy of Your Ticket - To print a copy of the ticket, click the *PDF* icon next to the *Add comment* button near the top of the window.

Resolved Ticket - When a ticket has been completed, it is considered “Resolved”. You will receive an email stating the call is resolved and it will automatically be closed in 72 hours.

Signing Out - When you have finished entering your Help Ticket, click the *Sign Out* icon at the top of the Help Desk page.

