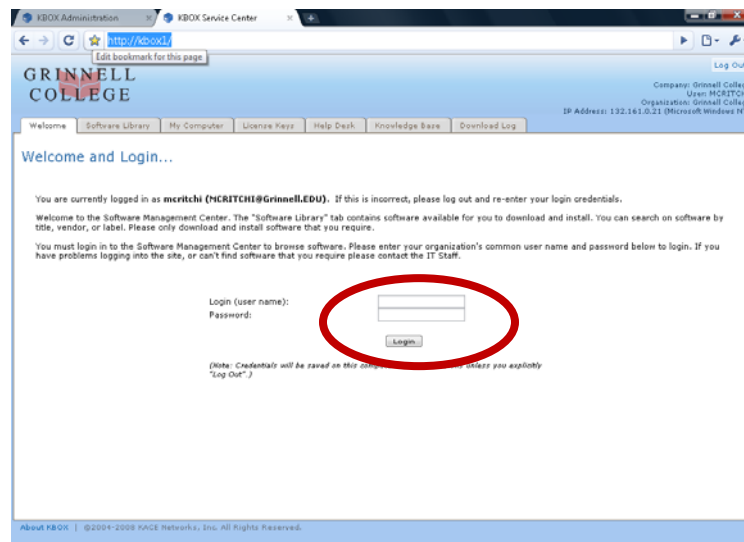


ITS HELP-PORTAL

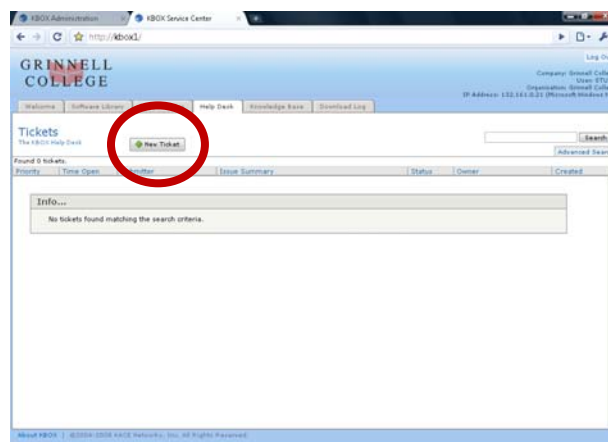
Technical Support Assistance Process

We have a new server to assist us in managing the technical support calls in Information Technology Services. Beginning January 20, 2009, we would like you to use this portal for entering your support calls. This allows us to quickly route the problem to the best staff member for resolution, notifies several "backup" people of the problem and creates a place where you can monitor the problems/questions that you have reported. Please follow these steps to post a question or problem:

- Go to <http://help/> Enter your Grinnell College credentials (username/password) to access the new Helpdesk system.



- You will enter a screen that will list any previous problems/questions that have been reported. Click on the button NEW TICKET to enter your information.



- A helpdesk ticket will display with several fields to type information pertaining to your problem.

The screenshot shows a web-based form titled "New Ticket" from "The KBOX Help Desk". At the top, there are navigation tabs: "Welcome", "Software Library", "My Computer", and "Help Desk". The form fields are as follows:

- Title:** A text input field containing "Untitled".
- Impact:** A dropdown menu with "1 person can't work" selected.
- Category:** A dropdown menu with "Other" selected.
- Name of User:** An empty text input field.
- Submitter:** A label "GCCS Training Account 11" with a user icon.
- Comment:** A large, empty text area for entering details.
- Attachment:** A section with a "Choose File" button and the text "No file chosen".
- Buttons:** "Save" and "Cancel" buttons at the bottom.

TITLE—enter the subject of the problem in this field

IMPACT—who does the problem affect? 1 person can't work, 1 person inconvenienced, many people can't work, many people inconvenienced or just a question.

CATEGORY—Select the type of problem you are experiencing. From the first box, select:

I have a problem/question about...

The Computer Lab/Public printer needs...

Other/ Don't Know—if nothing above "fits" or you don't know

Admin Use Only—do not use at this time.

After you select Problem/Question or ComputerLab/Public printer, a second drop down box will display, click on the category closest to your problem:

- My personal computer—any problem or question regarding a student personal computer
- My office/work computer—any problem or question regarding an office or work function computer
- Classroom/Lab computer—any problem or question regarding a classroom, public or department lab computer
- AV cart component/connection—any problem or question regarding the equipment on the AV cart in the classrooms
- Email—any problem or question regarding your email account or using an email program
- Login-Passwords-Permissions—any problem or question regarding your network login, network password or permissions to your files
- Pioneerweb—any problem or question regarding Pioneerweb
- Printer—any problem or question regarding your personal or a department printer

- Projector—any problem or question regarding the classroom projectors
- Software program/application—any problem or question regarding software programs such as Microsoft Office, Photoshop, SPSS, etc.
- Telephone—any problem or question on telephone services or equipment, such as dead phone, buttons aren't working, voicemail problems, and calling questions such as long distance calling.
- Wireless or Network connection—any problem or question regarding connecting to the wireless network, using the wired network, guest access, and file transferring
- The Computer Lab/Public printer needs...Paper—report low paper supplies in the computer lab
- The Computer Lab/Public printer needs...Toner/Ink—report low toner/ink in the computer lab
- The Computer Lab/Public printer needs...Maintenance—report paper jams and other problems with printing in the public computer labs.

NAME OF USER—enter the name of the person (only if it is NOT you) or enter the room number or lab name if where the problem computer is located (i.e. Science 3815, Inslab, IIF, etc.) Leave blank if the user is YOU.

SUBMITTER—the person (YOU) submitting the problem to the system—your name will be listed here.

COMMENTS—enter any information that you can give us about the problem, this is a text field and you can type as much as needed.

ATTACHMENT—Using the CHOOSE FILE button, you can attach a document, print screen or other file to the support call. For example if you are having a problem with a document in Microsoft Word, you can attach it so we can see the problem.

SAVE/CANCEL—SAVE will save the entered information and add it to the queue of support problems. CANCEL will not save anything. Once a call is saved, you cannot delete it, you will use ADD COMMENT to any ticket to tell us if the problem is resolved rather than deleting the ticket.

ADDING COMMENTS TO A TICKET—once a ticket is added to the system, you can see it each time you log into the system. If you select the ticket, you can add comments to it and see comments added by the ITS staff. We will use this to report additional information, problem resolutions and special notes like “out of the office until Feb1—call then.” Each time a comment is added, it is logged with the date/time/user information. ***If you want a specific staff member to contact you, note this in the comment area.***

Other Help Portal Services

There are two other tabs available within the ITS Help Portal: Software Library and My Computer. The software library contains software that we will put out that can be

downloaded as needed to your computer and installed remotely. You will be instructed when to access software through this service. The MY COMPUTER tab will display all of the hardware and software information about the computer that you are using at the time. It will show you things like hardware specifications, memory, software, etc.

Summary of Problem/Question Reporting to ITS

- Log into the Help Portal.
- Add a new or edit an existing ticket
- Report your computer problem/question by filling in the ticket fields or update a ticket by using the ADD COMMENT button.
- You can check the status of your ticket at any time by logging into the system and you can see who is working on it.

Why Do We Want You To Use The Portal?

- This will be the quickest way to report a problem because multiple people are notified after the ticket is saved.
- Often people will try to call individual team members and because we are on campus so often, you end up leaving a voicemail and not getting a call back right away.
- Using this system will allow us to obtain some data on types of calls which will aid in future technology decisions/plans.
- This system will allow you to check the status of a problem or see when someone is scheduled to work on a problem, so you don't have to wonder "did we get the message..."

If you have any questions about using the portal, please email Karen McRitchie [mcritchi] or Mark Watts [watts] and we will be happy to walk you through.

Also, if you would like to enter a ticket for practice, just enter "test" as the TITLE and then we will know that it is not a real problem and delete the ticket after 24 hours.