# Glenwood Community Schools Help Desk

by Paul A. Johnson

## Table of Contents

# Table of Figures

## Introduction

The Glenwood Community Schools Help Desk is a web-based trouble ticket application that allows both end users and technicians to track the progress of open tickets. Users can also see tickets that they submitted in the past. The application also has a built-in knowledge base that technicians can use to help the users solve some of the easier problems on their own. The application can also be configured to automatically send email updates when changes are made to problem listings created in the application.

## Accessing the Help Desk

Since the Help Desk is a web-based solution, you need to have access to an internet browser to get to the help desk. No additional software needs to be installed on your computer to take full advantage of the features available in the Help Desk. If the computer you normally use has a problem accessing Internet resources, then you will need to use another teacher or staff member's computer to submit your problem.

To get to the Help Desk, open an Internet browser on a computer that can access to the Glenwood Community School District web site and enter the following address in the address box: http://helpdesk.glenwoodschools.org/. You can also find this link on the district web site and most, if not all, of the building web sites.

## Logging In

The Glenwood Community Schools Help Desk is located in a password-protected area of our web site so only authorized users can access the pages. All faculty and staff are authorized to use the Help Desk, but students are not. Since the site uses your domain username and password for authentication, you must log in and submit the problem yourself – Do not allow students to log in for you.

You will be required to fill in your username and password before you see the main user page. The login dialog box will look similar to Figure 1. Any slight variations to this dialog box will be the result of differences in the operating system and version of the browser that is installed on your computer. In the username text box, you must precede your login username with **GLENWOOD**. For example, a user with the login username of smithj would enter GLENWOOD\smithj in the username box. In the password box, enter the password you use to log in to the computer. The password is masked so that anyone standing near you will not be able to read your password on the screen. If you like, you can place a check mark in the "Save my password" box so that you do not have to log in every time you access the Help Desk. Click the OK button to send your username and password to the web server for authentication. If the username and password can be authenticated against an existing user in the Active Directory, then you will be transferred to a page in the Help Desk application. The first time you log in, you will be taken to the Edit Information page so you can fill in any missing user information. (See the ***Edit Information*** section for more information). After the first log in, you will be taken to the Main User Page or the Main Technician Page depending on your classification in the system. (See the ***Main User Page*** section or ***Main Technician Page*** section for more information.).


**Figure 1: Browser Login Dialog Box**

## The Main User Page

Figure 2 shows the Main User Page. The main sections of this page are described below.

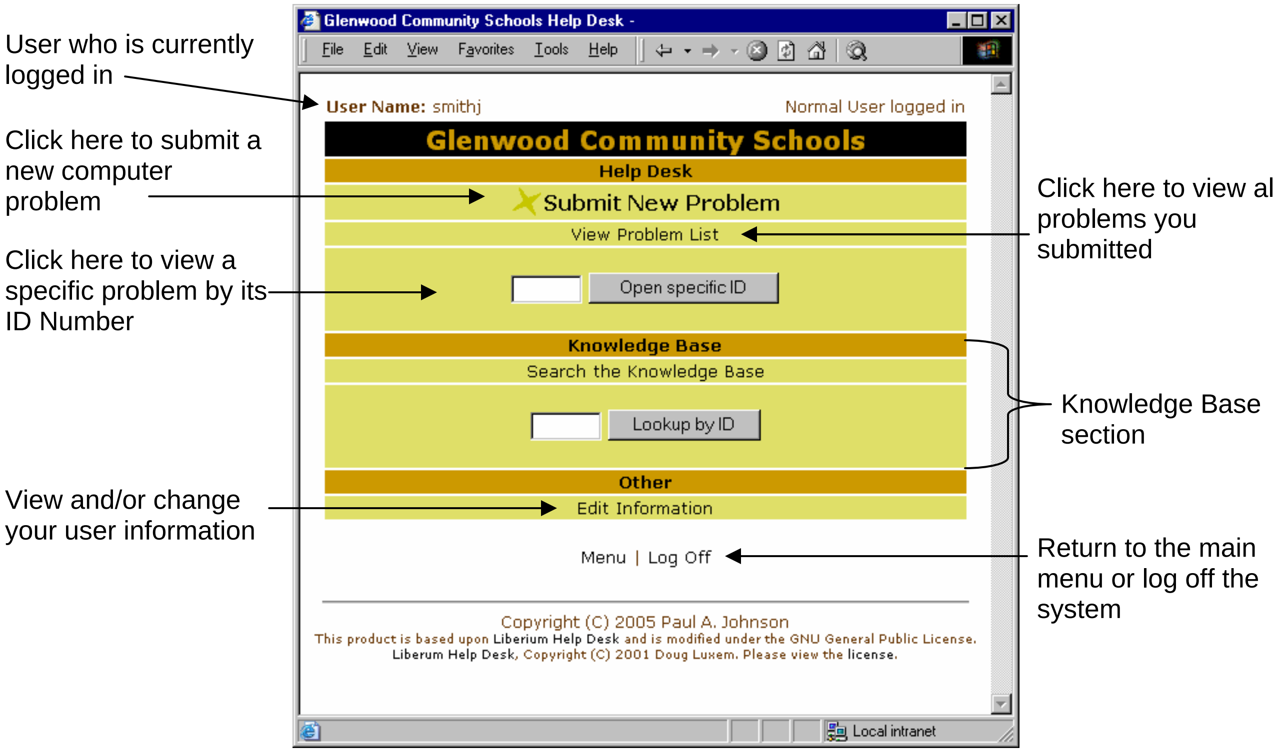



**Figure 2: Main User Page**

**Submitting a Problem** This menu option takes you to a page where you can create a new trouble ticket for a problem that is not currently described in an existing, open ticket. For more information on this menu option, please see the ***Submitting a Problem*** section.

**View Problem List** This menu option takes you to a page where you can view trouble tickets that you submitted in the past. All open and closed (or solved) problems are listed in this list. For more information on this menu option, please see the ***View Problem List*** section.

**Open Specific ID** If you know the ID number of a specific problem, you can enter the ID number in the text box and click on the button to jump directly to the details page for that problem. You can only view problems that you submitted using this option. For more information about the Details Page, please see the ***View Problem List*** section.

**Search the Knowledge Base and Look Up by ID** This menu option allows you to search the built-in Knowledge Base. For more information on the Knowledge Base, please see ***The Help Desk Knowledge Base*** section.

**Edit Information** This menu option displays your user information and allows you to modify it. For more information about this page, please see the ***Edit Information*** section.

**Menu | Log Off** The Menu and Log Off links are displayed at the bottom of each page. The Menu link will take you back to the Main User Page. The Log Off link disconnects you from the Help Desk application.

## Submitting a Problem

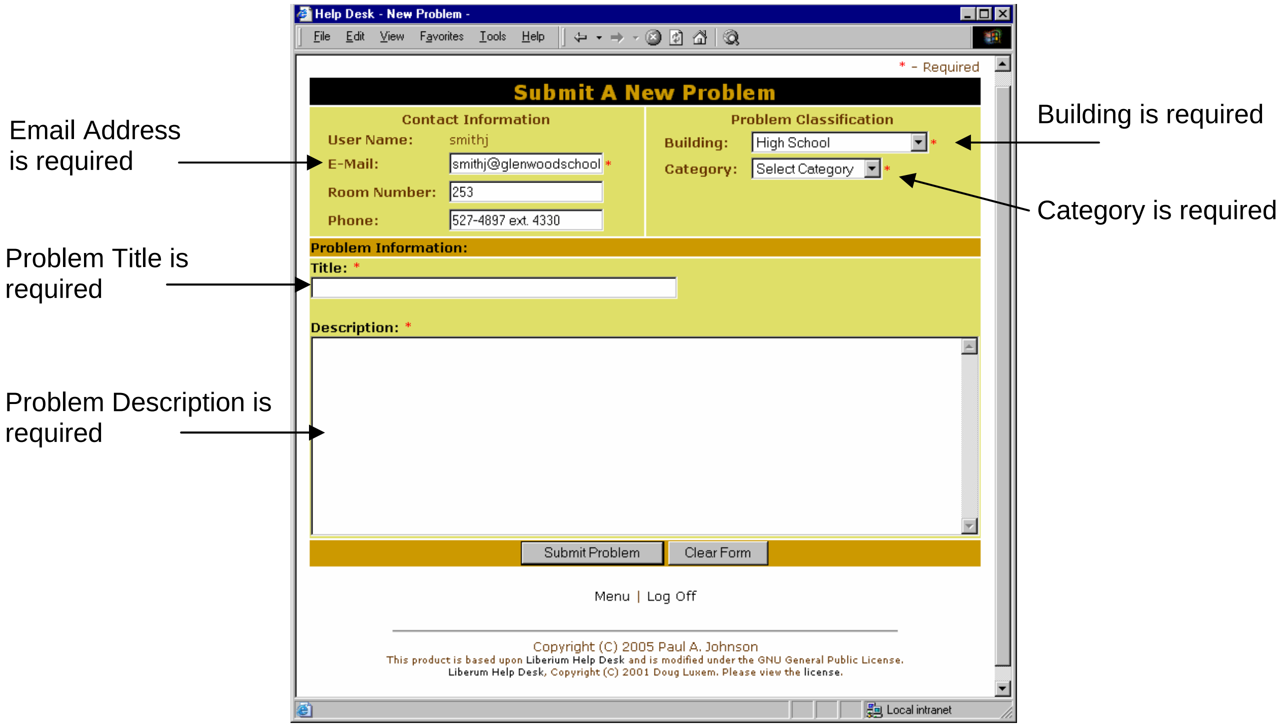



**Figure 3: Submitting a Problem Page**

Figure 3 displays the page used to submit a new problem to the Help Desk. Some of the items have a red asterisk (*****) on the right side of them. These items are required by the Help Desk application in order to correctly process the request and to create reports to manage the help desk technicians.

If you completed the ***Edit Information*** page, then the contact information and Building items will be filled in automatically. **You still must pick a category for the problem in the Category selection list in the top right of the page.**

## Steps to Create a New Problem Listing

1. Complete or update the **contact information**, if necessary.
2. Choose a Building and a Category under the **problem classification**.
3. Enter a short problem title in the **title** section. This title is like the subject line in an email, so it should be short, but accurately summarize your problem. This is the only description that displays in reports and problem listings in other areas of the application. Examples: Cannot print to Darkroom printer, Cannot send or receive email, etc.
4. Enter a more detailed problem description in the **description** area. This section is displayed on the details page for each problem. Please be a descriptive as you can in this area because it will help the technician assigned to your problem.
5. Verify that all of the required elements have been filled in, then click the **Submit button**.
6. After submitting the problem, a page displays reviewing the problem as submitted. Click on the **Menu** link to return to the main page, or click on the **Log Off** link to leave the Help Desk Application.

# View Problem List

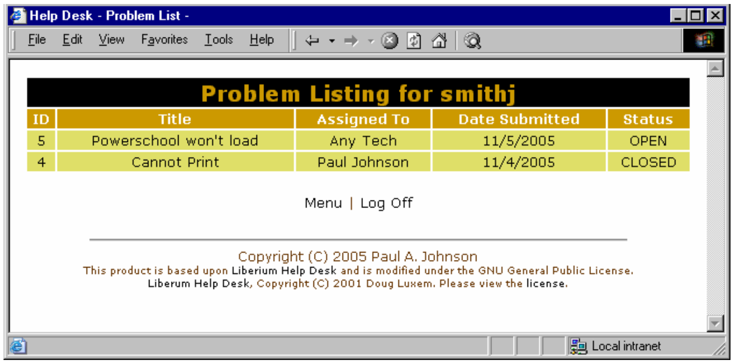



**Figure 4: View Problem List Page**

When you click on the **View Problem List** link on the main user page, a page similar to Figure 4 will be displayed. This page gives a list of all of the problems that you have submitted (or a technician has submitted on your behalf). The list is sorted by ID number in reverse order, so the most current problems should be displayed at the top of the list.

## Problem Listing Column Descriptions

- **ID**: The problem ID Number that is automatically assigned by the Help Desk application. In addition to being used to sort problem listings, the ID Number can be entered on the Main User Page (Open Specific ID) to jump directly to the detail page for the problem.
- **Title**: This column displays the title of the problem as the person originally creating the problem listing entered it. ***Click on the title to display the details page for that problem***.
- **Assigned To**: This column displays the name of the technician who has been assigned the problem. If a technician has not yet been assigned to the problem, this column will display "Any Tech", which means that any technician can move the problem into his or her queue of problems. If you ***click on the name in this column***, it will bring up your email client and enter the technician's email address and the subject line of the email automatically so you can email the technician about the progress of the problem. You can also send notes to the technician via the problem details page. (Note: if you click on the "Any Tech" name, it will send an email to the webmaster, who will forward the email to the correct person.
- **Date Submitted**: This column displays the date that the problem was created. This field is created automatically by the application when the problem listing is created, and it cannot be modified by the user or the technician.
- **Status**: This column displays the current status of the problem. The available statuses are as follows:
  - **Open:** This problem is active, but it has not been assigned to a specific technician.
  - **Assigned:** This problem is active and has been assigned to a specific technician.
  - **Hold:** This problem is active, but it is waiting for parts, further research, etc.
  - **Closed:** This problem has been solved or rendered moot and is no longer active.

# Problem Details Page


**Figure 5: Problem Details Page**

The problem details page (see Figure 5) is displayed when a user clicks on a problem title in the View Problem List page or enters a specific problem ID in the Open Specific ID section on the main user page. The contact information, problem classification and problem status are listed at the top of the page. The problem title and description are displayed after these items. At the bottom of the page, there are sections that display **notes** that were entered by the technician during the course of solving the problem and the ultimate **solution** to the problem (if the problem is solved and the problem is closed.

If you have any unsolved problems, then this is the place to check on the progress of these problems. If email updates have been configured on the system, then you will receive an email every time there is a change entered on this page.

# Edit Information

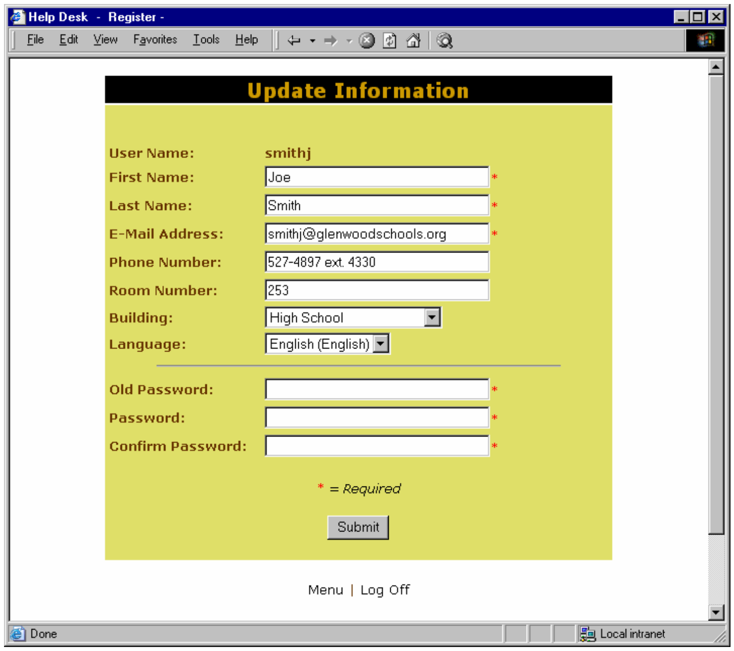



**Figure 6: Edit Information Page**

The first time you log in as a new user, the Edit Information page (see Figure 6) is displayed so you can complete the page. The Help Desk application uses this information to automatically fill in some fields in other pages in the application so you don't have to enter it every time you use the application.

After the first log in, you can review and update your user information by clicking on the **Edit Information** link on the main user page. Since we are using domain authentication (network login usernames and passwords), you will not be able to change your password on this page.

Please review your user information frequently to make sure that it is accurate. Any inaccurate information could cause a delay in the solution of the problem.

## Required information:

The following fields are required and must contain valid information in order enter new problem listings:

- Username (not editable)
- First Name
- Last Name
- Email Address

The remaining fields on this page are optional, but each one that is completed will lessen the amount of typing that you will have to do in the future.

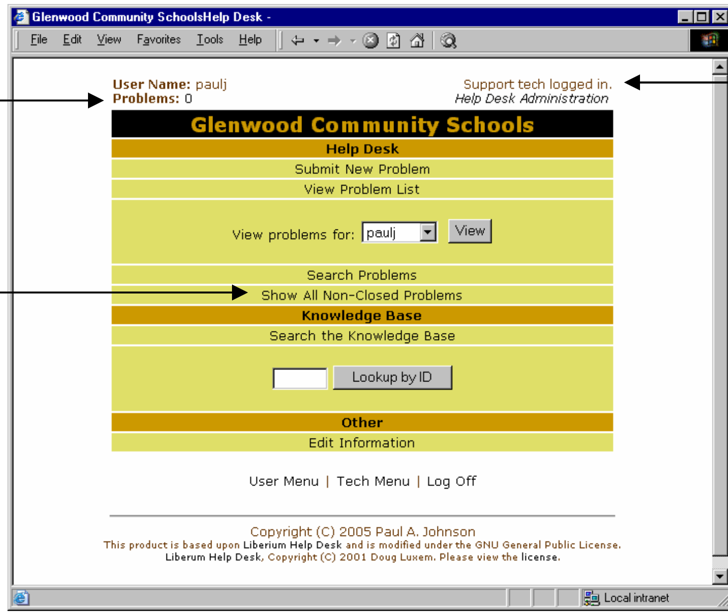
The Language selection list allows you to choose the language that is used to display the labels and buttons in the program. English is the default language, and the program administrator must load other languages into the application. If you wish to use another language, please see the program administrator. (Note: The information you enter into the text boxes are not translated, so if you use another language to enter this information, there may be a delay in processing your request, especially if there is no technician that can read the language you used to describe your problem.)

## The Main Technician Page

Figure 7 shows the Main Technician Page. The main sections of this page are described below.

Number of problems assigned to you

Shows all problems that are still active and need to be solved




Notice that Technician is logged in

**Figure 7: The Main Technician Page**

**Submitting a Problem** This menu option takes you to a page where you can create a new trouble ticket for a problem that is not currently described in an existing, open ticket. Technicians can create tickets for other users. For more information on this menu option, please see the ***Submitting a Problem*** section.

**View Problem List** This menu option takes you to a page where you can view non-closed trouble tickets that have been assigned to you. For more information on this menu option, please see the ***View Problem List*** section.

**View Problems For …** Sometimes a tech is temporarily not available to work on problems assigned to him or her. Examples of this would be because of illness, professional development, and jury duty. You can use this menu option to view problems that have been assigned to another technician. You can edit the problems, including taking over the problems and adding them to your list. This option can also be used by the Director to re-assign problems when one technician has many problems assigned to him or her and another technician has no problems assigned to him. For more information about the Details Page, please see the ***View Problem For*** section in the technician section.

**Search Problems** This option allows technicians to search through all of the problems that have been entered into the system. Searches can be performed on a variety of different fields, including user who created the problem, technician assigned to the problem, category, building, and keywords. For more information about the Search Problems Page, please see the ***Search Problems*** section in the technician section.

**Show All Non-Closed Problems** This option displays all of the problems that have not been solved. This is the main display page for all problems that have not been assigned to a technician. Assigned, but not solved, problems will also be displayed on this page, but technicians can also access these problems from their own View Problem List page. For more information about this option, please see the ***Show All Non-Closed Problems*** section in the technician section.

**Search the Knowledge Base and Look Up by ID** This menu option allows you to search the built-in Knowledge Base. For more information on the Knowledge Base, please see ***The Help Desk Knowledge Base*** section.

**Edit Information** This menu option displays your user information and allows you to modify it. For more information about this page, please see the ***Edit Information*** section.

**User Menu | Tech Menu | Log Off** The User Menu, Tech Menu, and Log Off links are displayed at the bottom of each page. The User Menu link displays the Main User Page and the Tech Menu link displays the Main Technician Page. Finally, the Log Off link disconnects you from the Help Desk application.

## Submitting a Problem

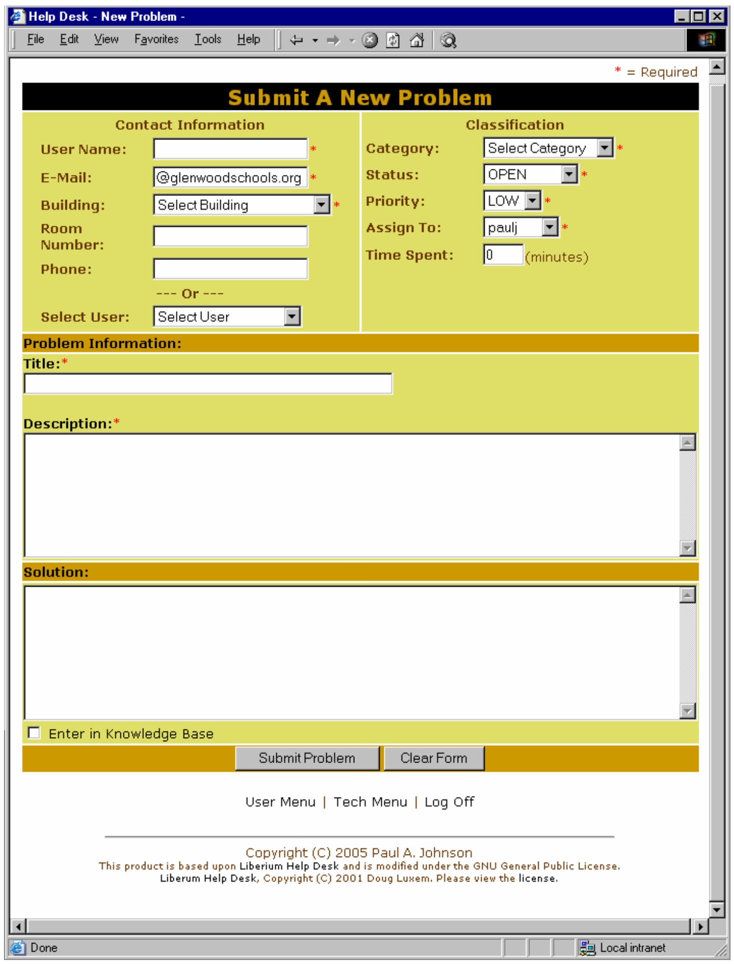



**Figure 8: Technician's Submit a Problem**

The Submit a Problem page in the Technician's section (Figure 8) is more flexible than the user's page for submitting problems (Figure 3). Technicians can enter problems for other users and assign the problem to another technician. In addition, the technician's problem submission page allows for the creation of a problem and the solution to the problem to be entered at the same time. This allows a tech to enter a problem that he or she encountered in the field (and possibly its solution) so that the problem can be part of the knowledge base or the search base in the future.

# View Problem List

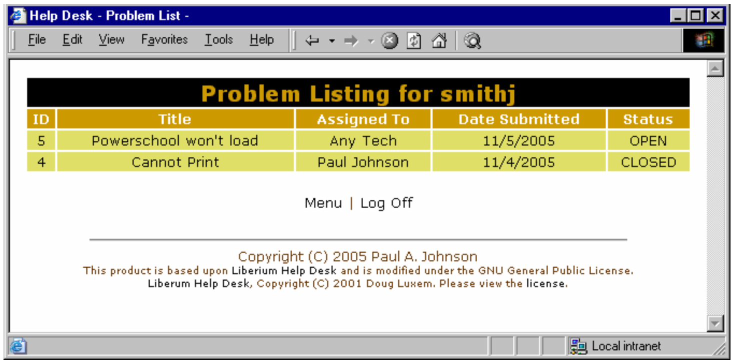



**Figure 9: View Problem List Page**

When you click on the **View Problem List** link on the main user page, a page similar to Figure 9 will be displayed. This page gives a list of all of the problems that you have submitted (or a technician has submitted on your behalf). The list is sorted by ID number in reverse order, so the most current problems should be displayed at the top of the list.

## Problem Listing Column Descriptions

- **ID**: The problem ID Number that is automatically assigned by the Help Desk application. In addition to being used to sort problem listings, the ID Number can be entered on the Main User Page (Open Specific ID) to jump directly to the detail page for the problem.
- **Title**: This column displays the title of the problem as the person originally creating the problem listing entered it. ***Click on the title to display the details page for that problem***.
- **Assigned To**: This column displays the name of the technician who has been assigned the problem. If a technician has not yet been assigned to the problem, this column will display “Any Tech”, which means that any technician can move the problem into his or her queue of problems. If you ***click on the name in this column***, it will bring up your email client and enter the technician’s email address and the subject line of the email automatically so you can email the technician about the progress of the problem. You can also send notes to the technician via the problem details page. (Note: if you click on the “Any Tech” name, it will send an email to the webmaster, who will forward the email to the correct person.
- **Date Submitted**: This column displays the date that the problem was created. This field is created automatically by the application when the problem listing is created, and it cannot be modified by the user or the technician.
- **Status**: This column displays the current status of the problem. The available statuses are as follows:
  - **Open:** This problem is active, but it has not been assigned to a specific technician.
  - **Assigned:** This problem is active and has been assigned to a specific technician.
  - **Hold:** This problem is active, but it is waiting for parts, further research, etc.
  - **Closed:** This problem has been solved or rendered moot and is no longer active.

# Problem Details Page

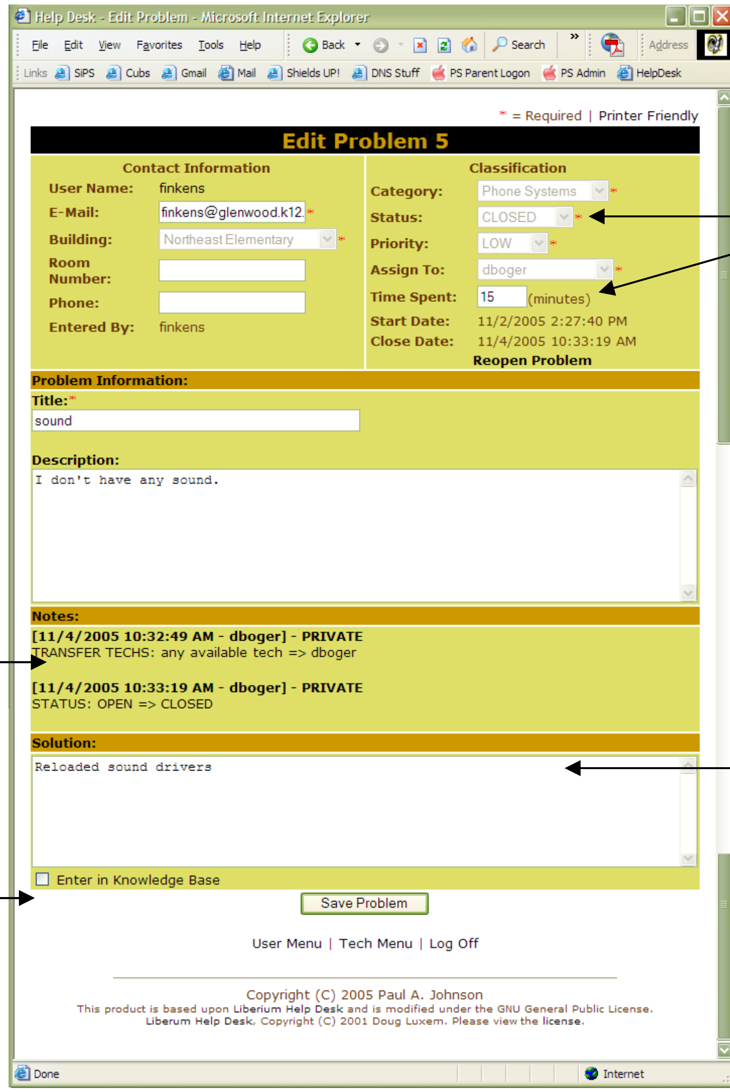



**Figure 10: Problem Details Page for Techs**

The Problem Detail page that is displayed for technicians allows the tech to add notes to the problem and enter the solution for the problem. The technician can also decide whether or not to add the problem (and its solution) to the Knowledge Base so users and technicians can search against it in the future.

## Steps to Close An Open Problem

1. Enter a solution in the Solution Section of the Problem Details Page.
2. Change the Status on the problem to "Closed" (from assigned or hold).
3. Enter an estimate of the amount of time spent on the problem.
4. Decide whether or not the problem should be in the knowledge base. If it is to be included, place a checkmark in the box near the bottom of the page.
5. Click on the Save Problem button.

## View Problems For …

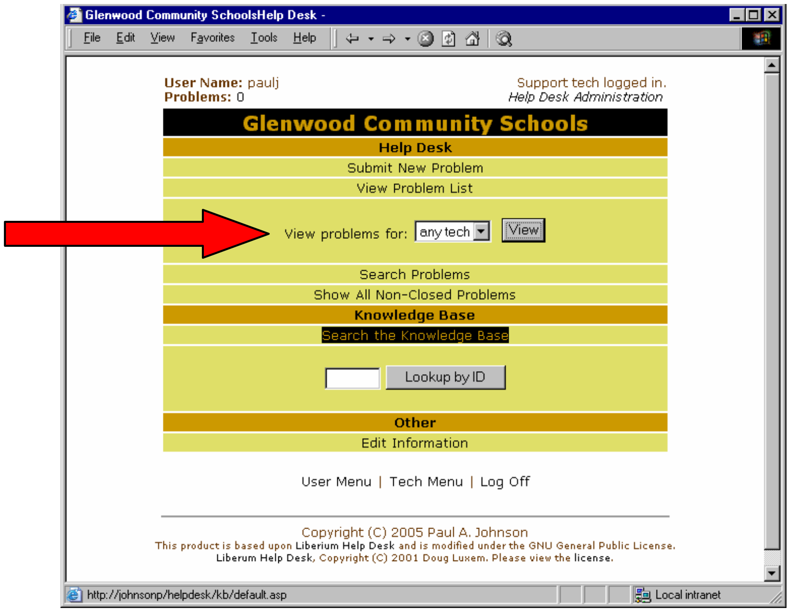



**Figure 11: View Problem For … Page**

If a technician is not available in the district, then another technician can view the problems assigned to that technician. Simply pick the username of the technician from the selection list and click on the View button (see Figure 11) to see a list of the problems assigned to the technician selected from the list. The problems list will look (and work) similar to your own problem list. For more information about the problem list page, see the View Problem List section of this document.

# Search Problems

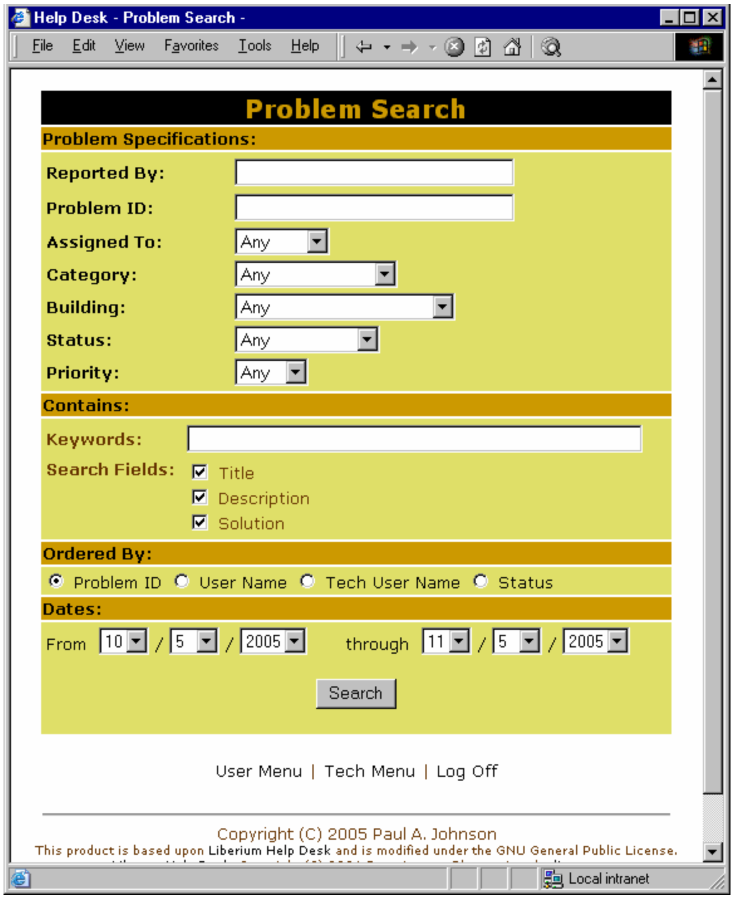



**Figure 12: Search Problems**

Technicians can search for any problem in the help desk database using the Search Problems page (see Figure 12). You can search any or all of the fields shown in Figure 12. The results can be sorted according to ID, username, Technician, or status by clicking the appropriate option button near the bottom of the page. If you want to display all of the problems in the database, leave all of the fields as they are when the page loads and click the Submit button. The results page will display (see Figure 13). This page looks and works similarly to the View Problems page, except that there is a link at the bottom of the page to do back to the Search Page to modify your search.

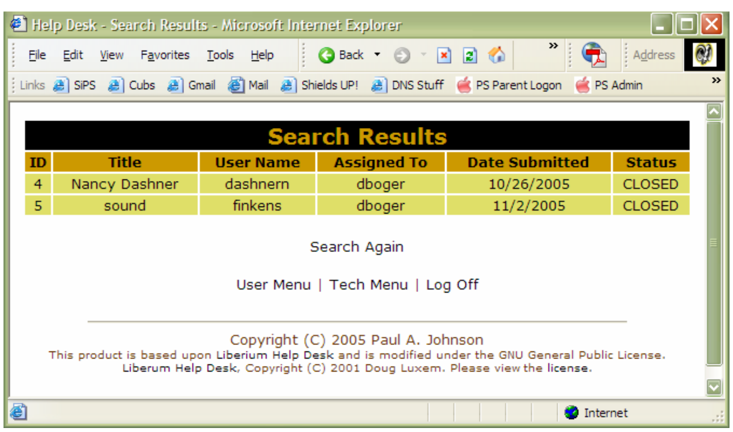



**Figure 13: Search Results Page**

# Show All Non-Closed Problems

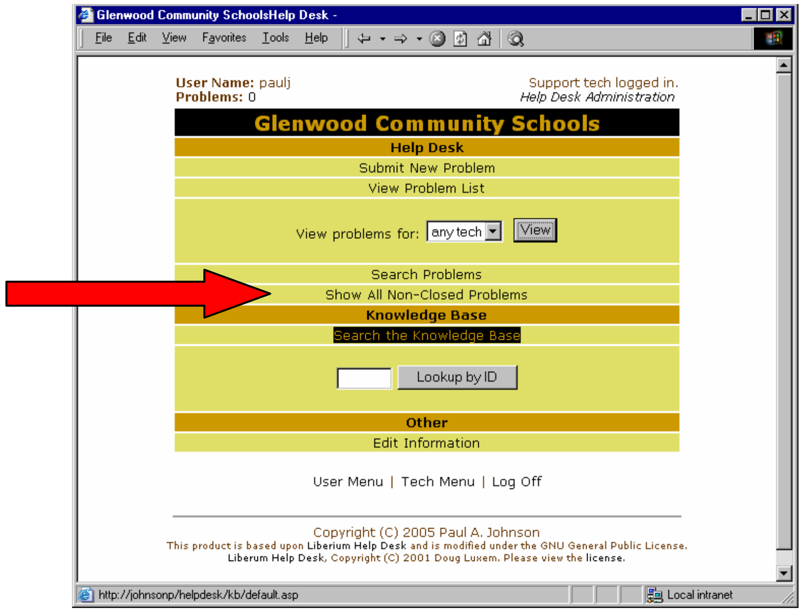



**Figure 14: Show Non-Closed Problems Page**

The Show All Non-Closed Problems page (see Figure 14) is a shortcut that automatically fills in the search form (see Figure 12 for the search form) with the status field set to “Non-Closed”. Then it automatically sends the search form to the database. The results page that appears will be the same as the results page for a normal search. (see Figure 13) You can perform an identical search from the search page, but this link was added to make it easier to find all of the problems that have not been solved and closed.

# Edit Information

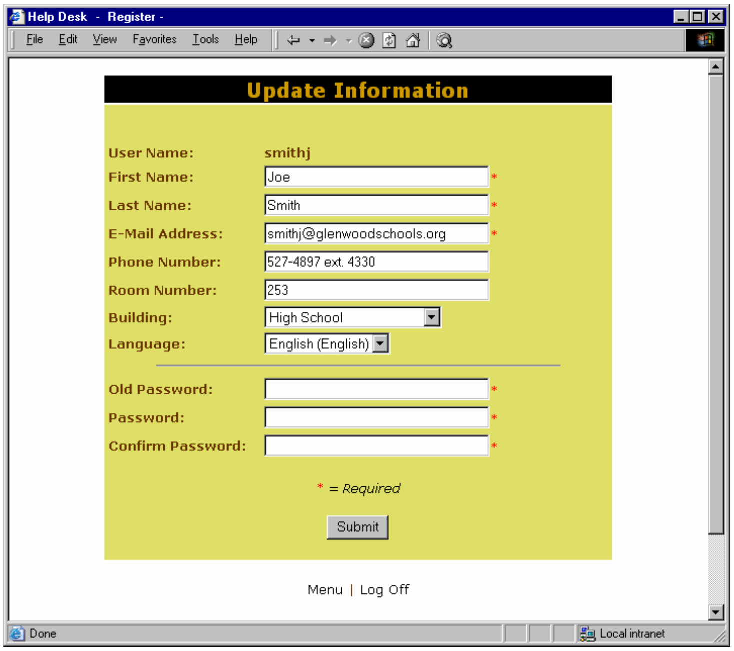



**Figure 15: Technician's Edit Information Page**

The first time you log in as a new user, the Edit Information page (see Figure 15) is displayed so you can complete the page. The Help Desk application uses this information to automatically fill in some fields in other pages in the application so you don't have to enter it every time you use the application.

After the first log in, you can review and update your user information by clicking on the **Edit Information** link on the main user page. Since we are using domain authentication (network login usernames and passwords), you will not be able to change your password on this page.

Please review your user information frequently to make sure that it is accurate. Any inaccurate information could cause a delay in the solution of the problem.

## Required information:

The following fields are required and must contain valid information in order enter new problem listings:

- Username (not editable)
- First Name
- Last Name
- Email Address

The remaining fields on this page are optional, but each one that is completed will lessen the amount of typing that you will have to do in the future.

The Language selection list allows you to choose the language that is used to display the labels and buttons in the program. English is the default language, and the program administrator must load other languages into the application. If you wish to use another language, please see the program administrator. (Note: The information you enter into the text boxes are not translated, so if you use another language to enter this information, there may be a delay in processing your request, especially if there is no technician that can read the language you used to describe your problem.)

**(NOTE:** The first time you log into the system, you will be a normal user. The application administrator must "promote" you to a technician after you log in one time as a normal user.)

## The Help Desk Knowledge Base

Some problems are common and or are reoccurring. When the technicians solve a problem of this type (and the solution is something that users can do themselves), then the techs may move the problem and solution into the Knowledge Base. The Knowledge Base is a database that can be searched by users and technicians to help solve problems.

## Search The Knowledge Base

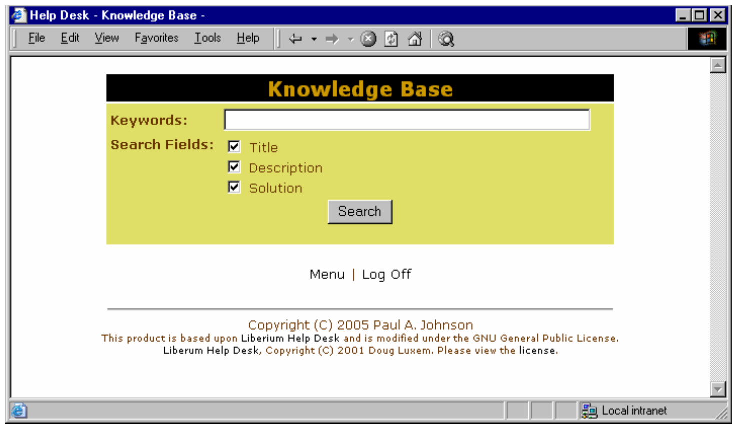



**Figure 16: Search The Knowledge Base Page**

When searching the Knowledge Base, you search by keywords. The keywords are entered in the text box at the top of the page. You can then limit your search by deselecting any of the check boxes to exclude a keyword search in the Problem Title, Problem Description, or Solution to the Problem. By default, all of the checkboxes are selected so that the keyword search will check all of these locations. However, if your search is bringing back too many responses, then you may decide to limit the search by removing the check mark from one or more of the choices. Please remember, though, that at least one of the check boxes must contain a check mark or the search will not bring back any results.

## Lookup by ID

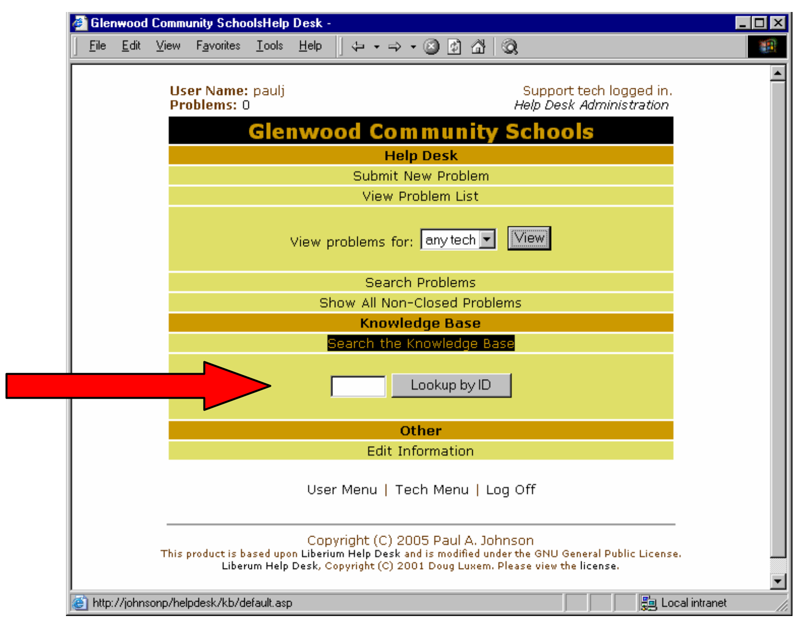



**Figure 17: Lookup by ID**

If you know the specific ID for a Knowledge Base item, you can enter the number in the text box and click on the Lookup by ID button to jump directly to the item in the Knowledge Base. However, unless you use that particular item very often, you probably won't remember the ID number and will need to perform a normal search using the Search the Knowledge Base link