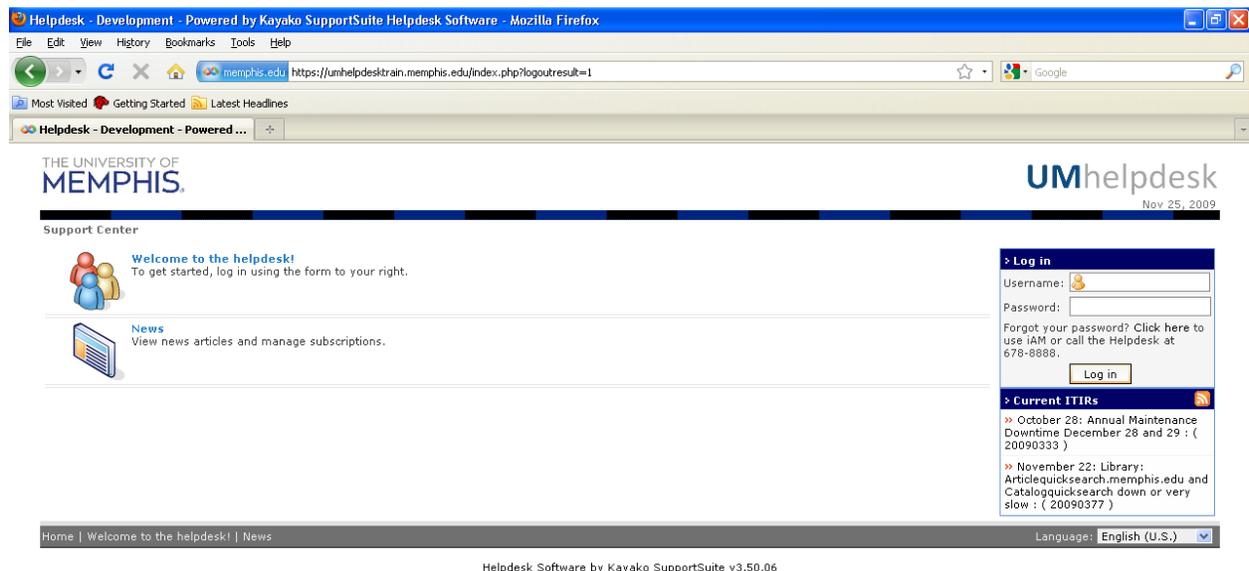


New Help Desk Ticketing System

Starting Monday, November 30, 2009 at 6 am the University will be going live with their new help desk ticketing system. The website to access the new ticketing system is the same website as before (<https://umhelpdesk.memphis.edu>). Here is a screenshot of the new login screen (depending on last minute changes before going live).



The username and password login box is on right. Below it is a box that shows Current ITIRs (IT Impact Reports). This box shows alerts for when something is down or when maintenance is being performed or scheduled to be performed on University systems. There two options on the

left: Welcome to the helpdesk, and News. Welcome to the helpdesk when clicked on does not do anything.

News takes you to the IT Service Notifications – Current and Planned (a bigger view of the Current ITIRs box on the right under the login box). You can click on the Back button on your web browser to get back the ticketing website.

Once you login using your UUID and password, you will see a message that you logged in successfully. On the right you will see your name as being logged in and the Current ITIRs box below that. On the left you will find three options: Request Help or Services, View Tickets, and News. Request Help or Services takes you to creating new tickets. View Tickets takes you to viewing your tickets. News takes you to the IT Service Notifications – Current and Planned (a bigger view of the Current ITIRs box on the right).

The screenshot shows a Mozilla Firefox browser window displaying the University of Memphis Helpdesk. The browser's address bar shows the URL: <https://unhelpdeskrain.memphis.edu/index.php?loginresult=1&group=default>. The page header includes "THE UNIVERSITY OF MEMPHIS" and "UMhelpdesk" with the date "Nov 25, 2009".

The main content area is titled "Support Center" and features a "Logged in successfully" message. Below this, there are three main navigation options:

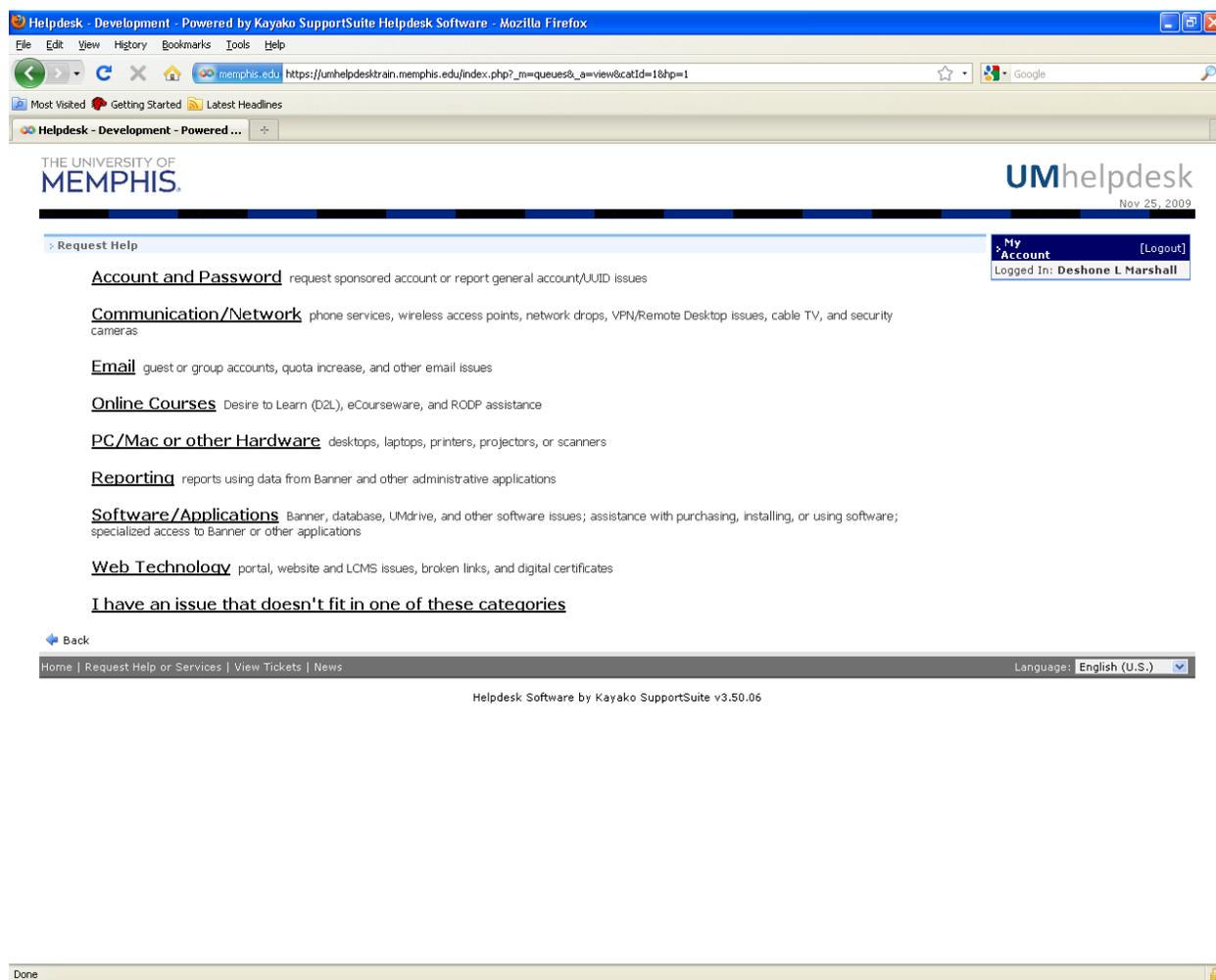
- Request Help or Services**: Request help for a problem, or request a service.
- View Tickets**: Submit new tickets, view existing tickets or create new replies.
- News**: View news articles and manage subscriptions.

On the right side, there is a "My Account" section with a "[Logout]" link, indicating the user is logged in as "Deshone L Marshall". Below this is a "Current ITIRs" section with two entries:

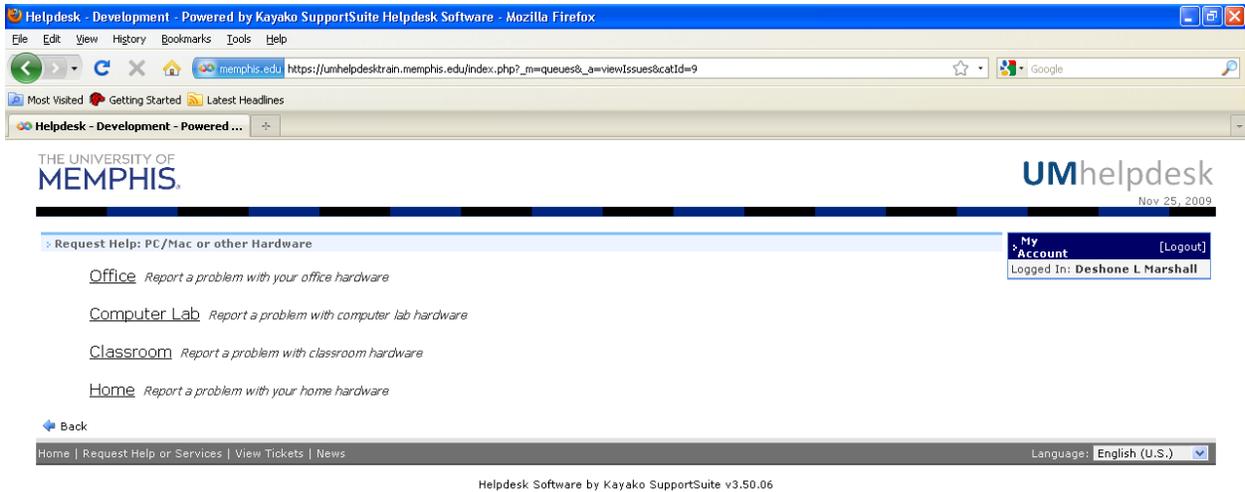
- October 28: Annual Maintenance Downtime December 28 and 29 : (20090333)
- November 22: Library: Articlequicksearch.memphis.edu and Catalogquicksearch down or very slow : (20090377)

The footer of the page includes navigation links: "Home | Request Help or Services | View Tickets | News" and a language selector set to "English (U.S.)". The version information "Helpdesk Software by Kayako SupportSuite v3.50.06" is also present.

When you click on the Request Help or Services, you are taken to a new web page with a list of categories (see below). There are 8 categories (depending on any changes being made before going live) you can choose from depending on the issue you are having. If after going through all of the categories and you are unable to find one that best describes the issue you are having, choose the option “I have an issue that doesn’t fit in one of these categories” at the bottom of the category page.



If you are not sure which category to choose from, you can click on the category link to see the list of options under that category (see below). If none of the options fit the issue, you can click on the blue Back button on the bottom to get back to the list of categories (see below).



Done

When you find the category that fits your issue, click on the option that best describes the issue you are having. If you click on a category and the option that is specific to your issue is not listed, there is an option called “Report a general problem not listed above” (except under the PC/Mac or other Hardware category).

After selecting your category and option or “I have an issue that doesn’t fit in one of these categories”, you are brought to the web page that creates your ticket.

Helpdesk - Development - Powered by Kayako SupportSuite Helpdesk Software - Mozilla Firefox

File Edit View History Bookmarks Tools Help

memphis.edu https://umhelpdeskrain.memphis.edu/index.php?_m=queues&a=viewForm&issueId=11

Most Visited Getting Started Latest Headlines

Helpdesk - Development - Powered ...

THE UNIVERSITY OF MEMPHIS

UMhelpdesk Nov 25, 2009

Submit a Ticket: Computer Lab

Report a problem with computer lab hardware

My Account [Logout]
Logged In: Deshone L. Marshall

Priority: Low

General Info

Phone Number: * (901) 678-4955
Your phone number.

Campus Address: 3904 Central Ave 215B
Specify your address.

Banner ID:

Department Name: CERI
The department you belong to, if any.

Title: Local Tech Support Prv
Your title, if any.

Message Details

Subject: * PC/Mac or other Hardware - Computer Lab

Upload File(s)

Submit Reset

Back

Home | Request Help or Services | View Tickets | News Language: English (U.S.)

Helpdesk Software by Kayako SupportSuite v3.50.06

Done

The ticket will have some information already filled in for you (such as Phone Number, Campus Address, Banner ID, Department Name, Title, and Subject of issue). If any of this information is incorrect, please correct it here. Also, if your phone number, campus address, department name, or title needs changing, correct it in Banner. This will save you from having to correct this information every time you have to create a ticket.

At the top of the screen is the priority box which is set to Low by default. You can choose Medium, High, or Critical. Please keep in mind that critical is being used for servers being down or outages.

In the middle of the screen is the Message Details box. Here you can describe the issue you are having in more detail. At the bottom of the screen is the Upload File(s) box. You can upload up to three (3) files regarding the issue you are having if necessary.

Before you click on the Submit button, please be sure that the sections that have red *'s next to them have been completed. If not your ticket will not go through and you will get an error message.

If you would like to view your ticket after you submit it or view the status on it, use the View Ticket. When you click on the View Ticket option, you are taken to a screen like the one below. It will list all of your tickets.

The screenshot shows a web browser window with the title "Helpdesk - Development - Powered by Kayako SupportSuite Helpdesk Software - Mozilla Firefox". The address bar shows the URL "https://umhelpdeskrain.memphis.edu/index.php?_m=tickets&a=viewlist". The page content includes the University of Memphis logo, the "UMhelpdesk" header, and a "Support Center » Ticket List" breadcrumb. Below the header, there is a "Ticket List" section with a sub-header "Listed below are the tickets you've submitted in the past. Click on a ticket's subject to view the ticket and its history." A "My Account" box on the right shows the user is logged in as "Deshone L. Marshall". The main content area displays a table with one ticket entry:

Last Update ^	Last Replier	Status	Priority	Queue
57: Other Applications - UMMail Nov 18, 2009 1:55 PM	Deshone L Marshall	Open	Low	Tech Support

At the bottom of the page, there is a footer with navigation links: "Home | Request Help or Services | View Tickets | News" and a language selector set to "English (U.S.)". The version number "Helpdesk Software by Kayako SupportSuite v3.50.06" is also visible.

Done

Clicking on any of your tickets will open the ticket to see information regarding your ticket. You can change the status or the priority of your ticket if necessary. After you make changes, click on the Update button to save the changes. To add more information to your ticket, you can post replies for the tech working your ticket as well.

The screenshot displays the UMhelpdesk web interface in a Mozilla Firefox browser window. The page title is "Helpdesk - Development - Powered by Kayako SupportSuite Helpdesk Software - Mozilla Firefox". The browser address bar shows the URL: https://umhelpdeskrain.memphis.edu/index.php?_m=tickets&_a=viewticket&ticketid=57. The page header includes "THE UNIVERSITY OF MEMPHIS" and "UMhelpdesk" with the date "Nov 25, 2009".

The main content area is titled "Support Center » Ticket List » 57". Below this, there is a section for "Other Applications - UMMail" and "Ticket Details". The ticket details are as follows:

Ticket ID:	57	Queue:	Tech Support
Status:	Open	Priority:	Low
Created On:	Nov 18, 2009 1:52 PM	Last Update:	Nov 18, 2009 1:55 PM

Below the ticket details is an "Edit Properties" section with dropdown menus for "Status" (set to "Open") and "Priority" (set to "Low"), and an "Update" button.

The "Basic Fields" section contains several input fields:

- Phone Number: (901) 678-4955
- Campus Address: 3904 Central Ave 215B
- Banner ID: [Empty]
- Department Name: CER1
- Title: Local Tech Support Prvdr I

The "Due Date" section has a "Desired Due Date" field set to 11/26/2009. There are "Update" and "Post Reply" buttons below this section.

The "Conversation" section shows a log of messages:

- Deshone L Marshall** (USER) posted on Nov 18, 2009 1:52 PM: "Unable to access ummail. I am not getting a login screen."
- Deshone L Marshall** (USER) posted on Nov 18, 2009 1:55 PM: "This is a reply to my post."

At the bottom of the page, there is a navigation bar with links for "Home", "Request Help or Services", "View Tickets", and "News". The language is set to "English (U.S.)". The footer text reads "Helpdesk Software by Kayako SupportSuite v3.50.06".

When you post a reply, click on the Post Reply button above the Conversation box on the right. A new page will display a section where you can enter information, notes, or comments for the tech working your ticket. You can also upload up to three (3) files with your post as well (see below).

The screenshot shows a Mozilla Firefox browser window with the URL https://umhelpdeskrain.memphis.edu/index.php?_m=tickets&_a=postreply&ticketid=57. The page header includes "THE UNIVERSITY OF MEMPHIS" and "UMhelpdesk" with the date "Nov 25, 2009". The breadcrumb trail is "Support Center » Ticket List » 57 » Post Reply".

The main content area is titled "Post Reply" and contains the following sections:

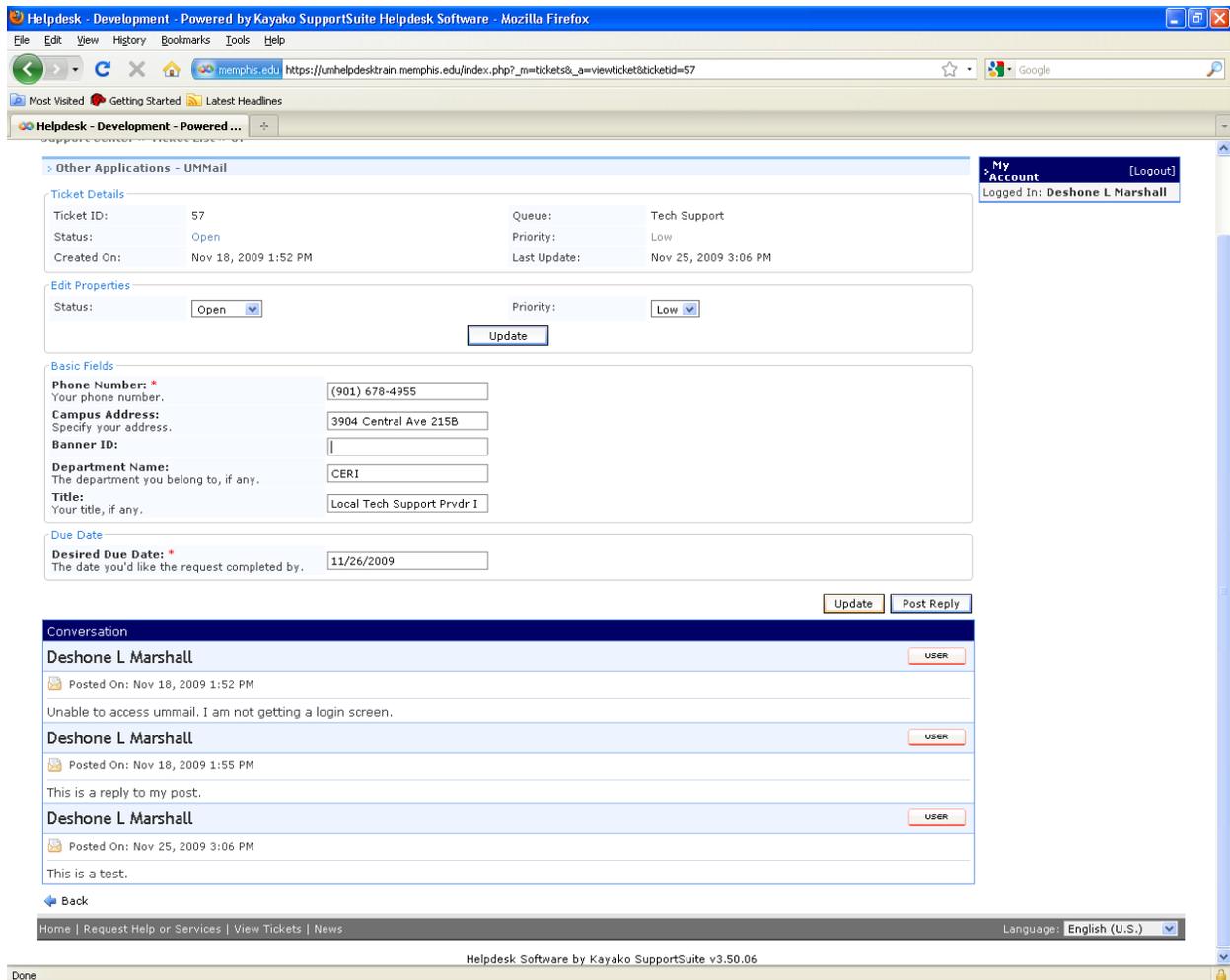
- Details:** A table with the following information:

Full Name:	Deshone L Marshall
Subject:	Other Applications - UMMail
- Your Reply:** A large empty text area for composing the reply.
- Upload File(s):** Three empty input fields, each with a "Browse..." button.
- Buttons:** "Submit" and "Reset" buttons.
- Navigation:** A "Back" link with a left-pointing arrow.

The footer of the page includes navigation links: "Home | Request Help or Services | View Tickets | News", a language dropdown set to "English (U.S.)", and the version information "Helpdesk Software by Kayako SupportSuite v3.50.06".

Done

Once you are done, click on the Submit button. You will be taken back to the ticket view screen and the post you just created will be added to the end of the Conversation box (see below).



Navigating from creating a ticket, viewing a ticket or home is simple. On the very bottom of the screen is a gray bar that has Home, Request Help or Services, View Tickets, and News. Clicking on Home takes you to the ticketing system home page (the page after logging in). Clicking on Request Help or Services takes you to the list of categories page. Clicking on View Tickets takes you to the list of all your tickets. And clicking on News takes you to the IT Service Notifications – Current and Planned (a bigger view of the Current ITIRs box).

When you are ready to logout, click on the logout button in a blue box on the right above your name. When the system is done logging you out, you should return to the first screen where you first logged in.