MCPS

Unicenter Service Desk (USD) 14.1

Users Guide for MCPS Employees

Table of Contents

USD Overview

USD is comprised of 5 main sections:

1. **Search for a Solution:** Search our knowledge database for solutions to common problems.
2. **Top Solutions:** Find easy-access solutions or directions to some of the most common problems.
3. **Announcements:** The Technical Help Desk will update this area with important technology updates.
4. **Customer Service:** Request assistance for a new technical issue.
5. **Look Up My Existing Tickets:** Look-up tickets you have created. You can also edit and close active tickets.

Create a new ticket

To create a new request follow the steps below:

1. In the **Customer Service** section, Click on Create a new Request .

2. To look-up your location code click 🔍 Location Numbers (required)

A. In the Description field type the name of your School or Department, if you are at a Non-School Based Office

B. Click Search.

3. Select The Request Area by clicking on ⊞ **Request Area (required)**

   A. Expand the Request Areas by clicking the arrows to the left of the Request Areas.

      In the example below, the user is reporting a problem with their Classroom Desktop Computer.

Technology Support Center

Request Area
- ▷ ☐ **Elementary School**
- ▷ ☐ **High School**
- ▷ ☐ **Middle School**
- ▷ ☐ **Non-School Staff**

Technology Support Center   Knowledge ▾ [   ] Go

Request Area
- ◢ 🗀 **Elementary School**
  - ▷ ☐ **Applications**
  - ▷ ☐ **Chromebook**
  - ◢ 🗀 **Computer Hardware**
    - ☐ **Desktop** Request to have desktop repaired, installed, or moved
    - ☐ **Laptop/Tablet** Hardware problems related to Laptops or Tablets
    - ☐ **Mac** Request to have Apple Mac repaired, installed, or moved
    - ☐ **Monitor** Request to have a Monitor repaired, installed, or moved
    - ☐ **Ncomputing** Problems relating to Ncomputing in Elementary Schools.
    - ☐ **Printer** Request to have a printer repaired, installed, or moved
    - ☐ **Scanner** Hardware problems related to Scanner
    - ☐ **Speaker/Speaker Bar** Hardware problems related to computer Speaker or Speaker Bar
    - ☐ **UPS** Hardware problems related to UPS (Uninterruptable Power Supply)
    - ☐ **zOther** Problems that do not fit in any other request area
  - ▷ ☐ **Handheld Devices**
  - ☐ **I need my support specialist** Request for help from ITSS
  - ▷ ☐ **Internet**
  - ▷ ☐ **Login/Active Directory**
  - ☐ **Other** Need unspecified help
  - ☐ **PARCC** Issues related to PARCC Testing
  - ▷ ☐ **Phone Standard**
  - ▷ ☐ **Promethean**
  - ☐ **Safety & Security.Access Control S**
- ▷ ☐ **High School**
- ▷ ☐ **Middle School**
- ▷ ☐ **Non-School Staff**

🔍 **Location Numbers (required)**
[2340]

⊞ **Request Area (required)**
[Elementary School.Computer Har]

Request Description (required) [Spelling]
[   ]

B. Notice that after the Request Area is selected additional fields are added to the request. Fields with a bold title **MUST** be filled out before the request is complete.

MCPS barcode (required)	[ ]	(i.e. E12345)
Computer Make (required)	[ ]	(i.e. Dell, MAC, Gateway)
Computer Model (required)	[ ]	(i.e. GX510, PowerBook g4)
Computer Name (required)	[ ]	(i.e. HRK JHR4TC,259 RM11 897 3)
Room or office (required)	[ ]	(i.e. room 13, main office, admin office)
Secondary Contact	[ ]	
Serial # (required)	[ ]	
Keyboard Serial #	[ ]	(i.e. Required for problems with the keyboard)

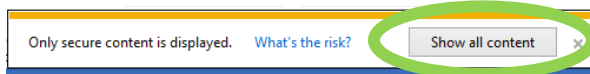4. Request Description: Please briefly describe important details of the problem.

Request Description (required)   **Spelling**

5. Fill out the mandatory fields which are specific to the Request Area.

Field		Example
MCPS barcode (required)		(i.e. E12345)
Computer Make (required)		(i.e. Dell, MAC, Gateway)
Computer Model (required)		(i.e. GX510, PowerBook g4)
Computer Name (required)		(i.e. HRK JHR4TC,259 RM11 897 3)
Room or office (required)		(i.e. room 13, main office, admin office)
Secondary Contact		
Serial # (required)		
Keyboard Serial #		(i.e. Required for problems with the keyboard)

6. Attaching a Document. Sometimes you might have a screenshot, email or document which helps show the problem you are reporting. Click **Attach Document** in the upper right corner of the screen.
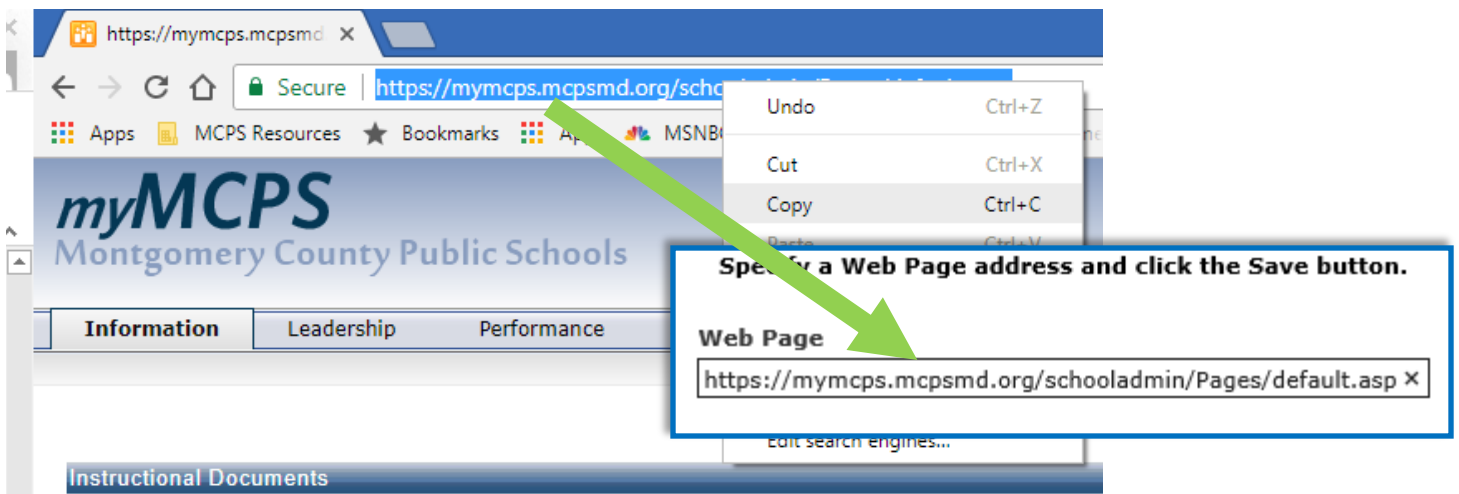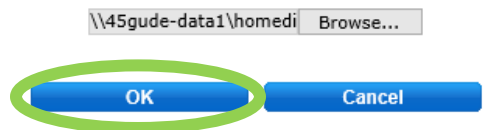
   A. To attach a file, click on Locate File.

   B. If the box below appears click the Show all content button.

   Only secure content is displayed.   What's the risk?   Show all content   ×

   Technology Support Center

   Create New Attachment   **Save** **Cancel** **Reset**

   Click the Locate File button to search for the file you wish to attach.

   Locate File

   OR
   Specify a Web Page address and click the Save button.

   Web Page

   C. Click Browse and navigate to the appropriate file.

   D. Double click on the file or highlight the file and click the Open button in the bottom corner.

   E. Once the file is selected click OK.
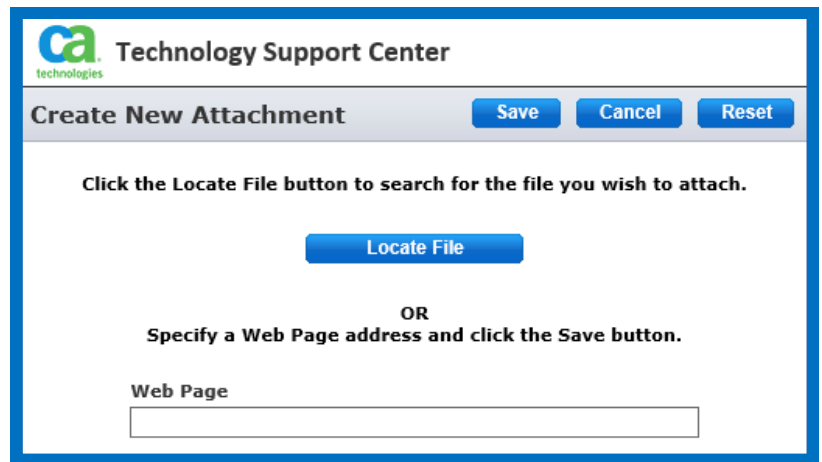
   Note: To include a link to a web page, copy the web page address from your Browser's URL window (highlight address, right click, select copy) and paste the link (right click, select paste) in the Web Page field of the Create new Attachment Dialog Box.

   \\45gude-data1\homedi   Browse...

   OK   **Cancel**

   https://mymcpsmd

Undo	Ctrl+Z
Cut	Ctrl+X
Copy	Ctrl+C

   myMCPS
   Montgomery County Public Schools

   Information   Leadership   Performance

   Specify a Web Page address and click the Save button.

   Web Page

   https://mymcps.mcpsmd.org/schooladmin/Pages/default.asp ×

   Instructional Documents

7. Click the Save button in the upper right corner

   Save   **Cancel**   **Reset**   **Attach Document**

Check the Status of Your Ticket(s)

Once you have created a ticket, you can check on the progress of the request:

A. On the Home Page, go to **Look up my existing tickets.**

B. You can enter the request # or click on <u>You have # request</u> or <u>You have # closed request</u> to check the status of your request.

Look up my existing tickets

You have 0 open requests
You have 110 closed requests

If you know the number, please enter:

A request number:

[Go]

[Go]
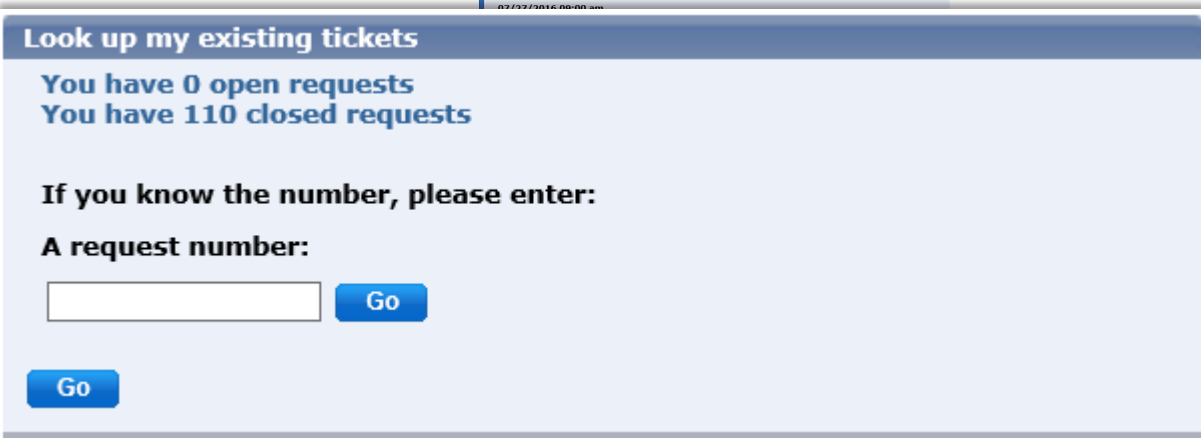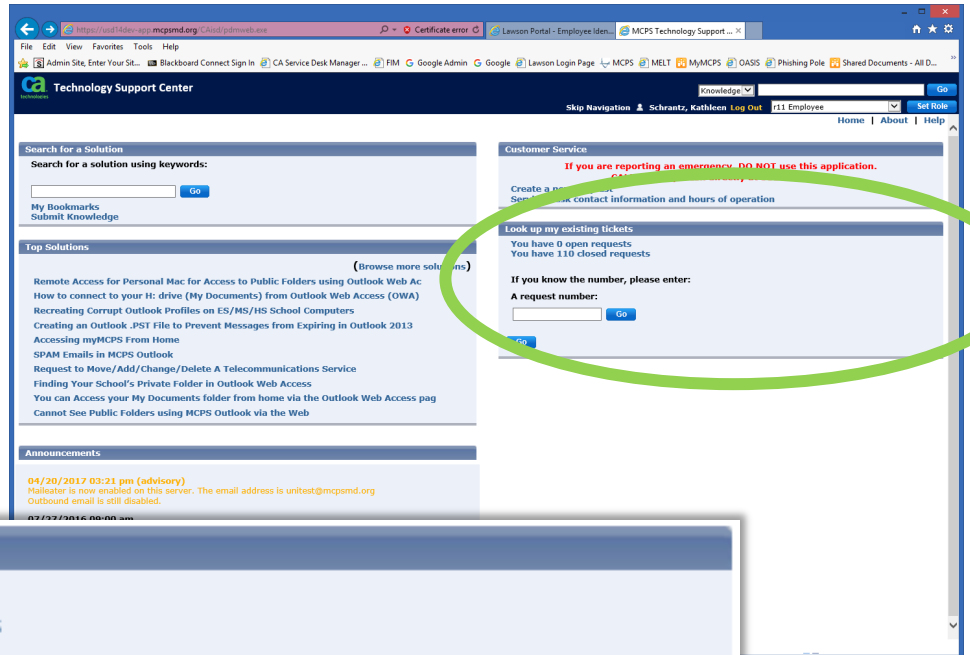
If you click on the open request list or the closed request list you will see a list of all tickets in that category. Double click on the # of the ticket to see the details of the ticket.

View All Expand All			Page 1 of 5 ▶ ▶|	
Request # ⇕	Status ⇕	Open Date ⇕	Priority ⇕	Group ⇕
+ 1508871	Closed	05/16/2016 08:40 am	4- Normal	TSS
+ 1470516	Closed	01/11/2016 01:46 pm	4- Normal	STS-
+ 1450490	Closed	11/09/2015 04:26 pm	4- Normal	IQMS

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Knowledge ⌄ [   ] [Go]

Skip Navigation 👤 **Schrantz, Kathleen** Log Out r11 Employee ⌄ [Set Role]

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1508871 Request Detail   [Reopen Request]

Open Date/Time	Status		Priority	Request Area
05/16/2016 08:40 am	Closed		4- Normal	Non-School Staff.Computer Hardware.UPS
Location Number	**Location Name**			
41446	Department of Infrastructure and Operations			

Request Description

Came in this morning and UPS was beeping and won't reset.

41446 Department of Infrastructure and Operations

Properties

Name	Value	Example
MCPS barcode	NA	E12345
UPS Make	APC	Dell, MAC, Gateway
UPS Model	885-2063	GX510, PowerBook g4
Workstation Name	CO-HDK-D6TD8Y1	HRK JHR4TC,259 RM11 897 3
Room or office	134	room 13, main office, admin office
Secondary Contact	John Scott	
Serial #	R041970015	

History

Contact	Date	Type	Summary
Gilbert, Timothy A	05/18/2016 03:30 pm	Close	Status changed from 'Problem-Fixed' to 'Closed'
Gilbert, Timothy A	05/18/2016 03:29 pm	Resolved	5/18/16 - Replaced the battery in the UPS. T.G.
Gilbert, Timothy A	05/16/2016 08:59 am	Update Status	Status changed from 'Open' to 'Fix in Progress'
Schrantz, Kathleen C	05/16/2016 08:40 am	Initial	create a new request/incident/problem/change/issue

If you are viewing your closed request and the problem has not been resolved click [**Reopen Request**] .

Reopen Request 1508871   [Reopen Request] [Leave Request Closed] [Clear Remarks]

Current Status

Closed

Opening Remarks [Spelling]

[   ]

Give any needed information about why you reopened the ticket and click [**Reopen Request**] .

Edit an Open Ticket

If you need to edit the information in an existing request click on You have # open request or enter the request number under **Look up my existing tickets**.

[Edit Request] [Add Comment] [Attach Document] [Close Request]

A. Click on Edit Request if you want to change the information you originally provided or

B. Click Add Comment if you want to provide additional information.

C. You can also Attach a Document to the ticket or

D. If the issue your reported has been resolved, please close the request by clicking Close Request.