

WCC Faculty and Staff Self-Service Helpdesk Instructions

The Faculty/Staff Self Service Helpdesk can only be accessed from on campus. You must have an active directory account (the login you use for logging on to your computer and checking e-mail through Outlook Web Access) in order to use this system. All others must continue to call the Helpdesk at 973-3456.

The WCC Faculty and Staff Self-Service Helpdesk can be accessed by using one of the steps below:

- From the WCC webpage, go to Staff, Information Technology Services, Helpdesk (on the front page of the ITS web page). Click on the “submit your Help Desk request online” link.
- From your web browser type Helpdesk as the URL address.

Mac users and anyone not logged into the WCC network will need to enter their AD account name and password to access this form.

The Self-Service Helpdesk page looks like:

The screenshot shows a web browser window titled "Self Service Help Desk - Windows Internet Explorer". The address bar shows "https://helpdesk/aexhd/winuser/". The page content is as follows:

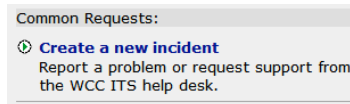
- A. User Information:** A section with a green box containing the text "A. User Information". It displays user details for "Tom, Kim" (Name), "ktom@wccnet.edu" (E-mail), "Manager User Support Svcs" (Title), "(734)973-3731" (Phone), and "MIS/Computer Services" (Department).
- B. All tickets you have created or have had created through the:** A table listing incidents. A green box with the text "B. All tickets you have created or have had created through the" points to the table.
- C. Click on this to create a new ticket/incident.** A green box with the text "C. Click on this to create a new ticket/incident." points to the "Create a new incident" link in the "Common Requests" section.
- D. System wide information - bulletins** A green box with the text "D. System wide information - bulletins" points to a bulletin titled "Testing how Bulletins view in the self-help desk".

#	Title	Assigned	Status	Modified
3709	Showing Web guys this form	Help-Desk	Closed	2/13/2008 10:21:05 AM
3677	Notification of new incident through SSHD	Kim	Closed	2/13/2008 10:21:55 AM
2811	Replace computer with Optiplex 745SFF and 17" flat panel mo	Howard	Closed	11/14/2007 3:41:02 PM
2736	Replace the Dell M781 monitors in ML126 with Dell 1708FP mc	Martinho	Closed	11/2/2007 4:05:18 PM
2364	Remove computers from work areas in LA300 and LA330.	Martinho	Closed	10/11/2007 11:07:57 AM
1904	Dell 1710 printer IS040379 will not pick up the paper when tryin	David	Closed	11/5/2007 9:26:37 AM
1483	Replace computers in OE187 and OE 189 with GX270's and fi	Josh	Closed	9/24/2007 11:02:15 AM
149	SC314FF has computer that has a missing hal.dll, IS8714	Aaron	Closed	3/14/2007 4:26:02 PM
7	Altiris Agent Install	Bob	Planned	1/24/2007 9:47:36 AM

- A. User information is the information that the software uses to create the ticket and e-mail you any information necessary.
- B. By double clicking on any of the incidents in this list you will be able to view that incident and its associated history.
- C. To create a new ticket/incident/request click on “Create a new incident” located on the left side of the screen under Common Requests.
- D. System wide informational bulletins will be posted here. Bulletins will inform users of possible system downtimes, etc.

Creating New Incidents:

- A. Click the Create a new incident link located on the main Self Service Help Desk screen. Name, e-mail and phone are all information that is automatically input based on the Active Directory (Windows) login that was used when the computer was booted. This information cannot be changed.



- B. Input a title that briefly describes the problem. The words “Brief problem description” are not necessary to leave in that space.
- C. Category is the field that tells the helpdesk software that this was a ticket entered through the Self-Service portal. This field cannot be changed through this form.
- D. The Asset field contains all of the computers and equipment that is currently assigned to you and anything that you have logged into. The information in this field is based on the name of the asset in the inventory system. You may not recognize which machine is which. If you see the asset that you are having a problem with select it otherwise leave this field as none.
- E. Attachments can be added to this form by clicking on the paperclip icon. These attachments might be error messages that have been captured, documents that you have questions about, etc.
- F. The Comment field is where most of your information should go. It is important to include the location and asset tag of the equipment that is having the problem. If you are entering this for someone else then you need to put their name and contact information in this field as well. The “Please enter a detailed problem description including asset tag and location” is not necessary to leave in this field.
- G. When you are done entering the information, click on the OK button. You will then see the ticket you have created. You will receive an e-mail verifying that the ticket was created as well. To return to the main page, click on the house icon in the upper right hand corner.

Viewing Help Desk Requests:

- A. From the main Self Service Help Desk window, double click any of the existing incidents to view the details.

B. To return to the main page, click on the house icon in the upper left hand corner.

Self Service Help Desk - Windows Internet Explorer

https://helpdesk/aexhd/winuser/Default.aspx?cmd

File Edit View Favorites Tools Help

Self Service Help Desk

Self Service Help Desk

iswccnet\ktom

Number: 2811
Title: Replace computer with Optiplex 745SFF and 17" flat panel monitor
Category: Replace/Upgrade\Desktop
Status: Closed
Modified: 11/14/2007 3:41:02 PM
Attachments:
Tasks:
History:
11/14/2007 3:41:02 PM - Howard - Closed
Done replacement. Old CPU=8372; new CPU=13595; new monitor=13743.
File transfered, inventory info updated.
11/7/2007 1:41:14 PM - Kim - Edit
OE 102
11/6/2007 9:29:52 AM - Kim - Create
Replace the other CRT monitor in that area as well.

Home button returns you to the Self-Service home page.

Done Local intranet 100%