



## Software How-To

# Using the HelpDesk Ticket System

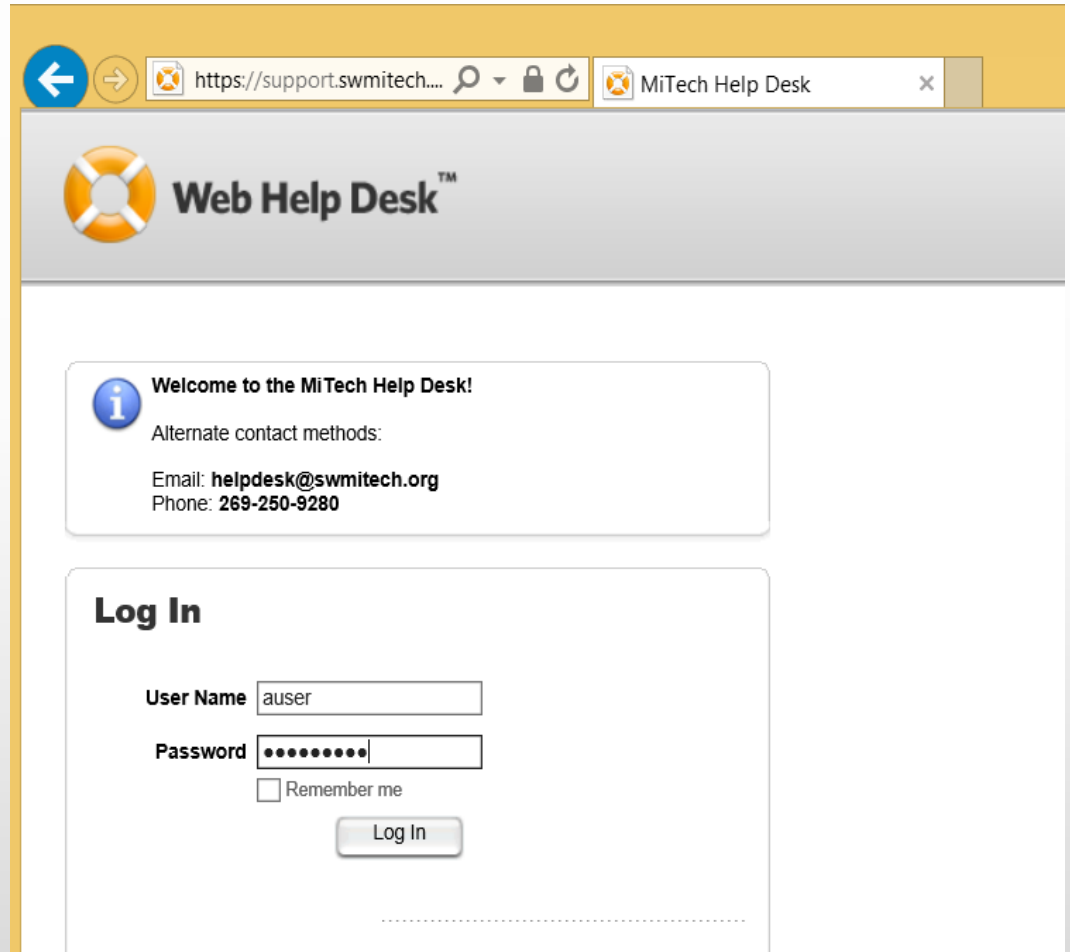
You can use the Helpdesk to request help from the technology department of your local district. This will allow you to receive email's regarding updates and any changes in the request. You can also look at historical information about your requests. To use the Helpdesk System, do the following:

# Logging In

Open your browser. Go to [support.swmitech.org](https://support.swmitech.org)

Log in using your Windows account user name and password.

(The same ones you would use for your computer or email.)



The screenshot shows a web browser window with the address bar displaying "https://support.swmitech.org" and the page title "MiTech Help Desk". The page header features a lifebuoy icon and the text "Web Help Desk™". Below the header, there is a welcome message box with an information icon, stating "Welcome to the MiTech Help Desk!" and providing alternate contact methods: "Email: helpdesk@swmitech.org" and "Phone: 269-250-9280". The main content area is titled "Log In" and contains a form with the following fields and elements:

- User Name**: A text input field containing the value "auser".
- Password**: A password input field with masked characters (dots).
- Remember me
- Log In**: A button to submit the login form.

Below the login form, there is a horizontal dotted line.

# Logging In

If you don't have an email address associated with your account, you will be prompted to enter one.

Please enter your staff email account here.

The screenshot shows a web browser window with the URL <https://support.swmitch...> and the page title "MiTech Help Desk". The page features a navigation bar with icons for "Request", "History", "FAQs", "Messages", and "Profile". The main content area is titled "User Profile" and includes a note: "\* Indicates required fields." Below this, a red error message box states "E-Mail is a required field." The form fields are as follows:

- First Name\*: Anon
- Last Name\*: User
- E-Mail\*: (highlighted in yellow)
- Secondary E-Mail: (with an information icon)
- Phone: (empty)
- Phone 2: (empty)
- Location: (dropdown menu)
- Time Zone: America/New\_York (EDT)

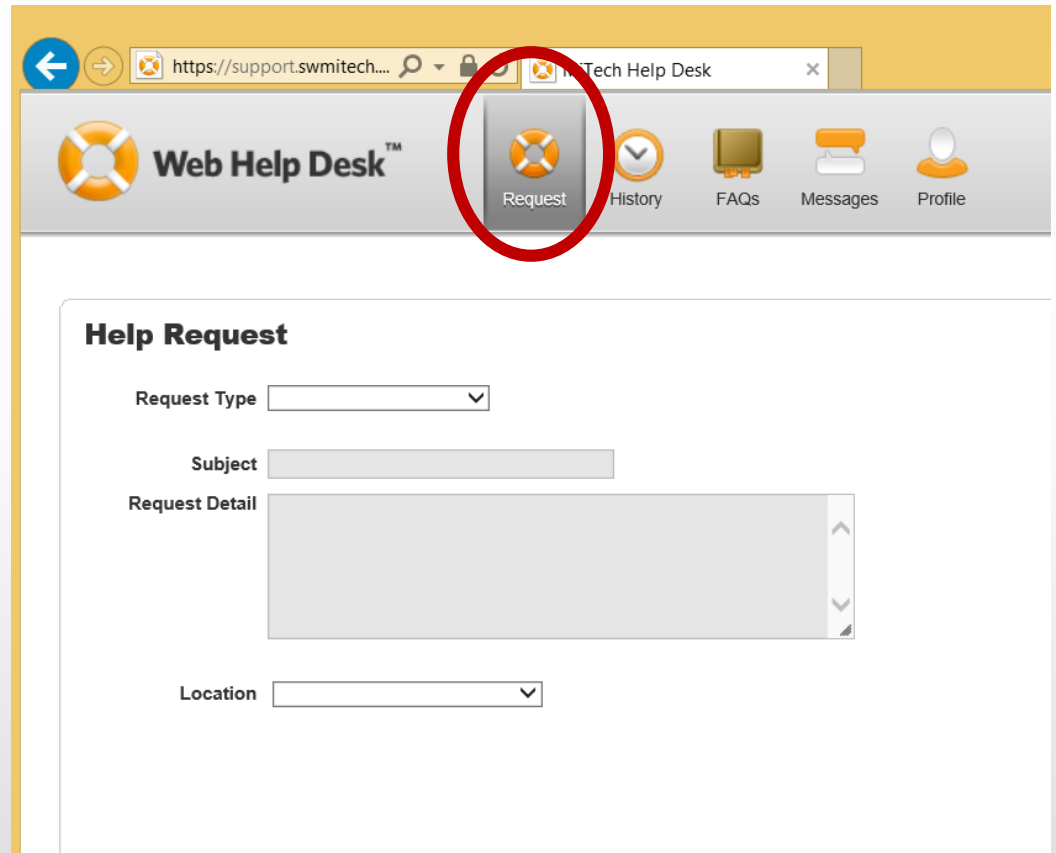
A "Save" button is located at the bottom right of the form.

Click the Save button after entering your email address.

# Submitting a Ticket

Select the Request button at the top of the page.

Once you're logged in, you'll be taken to the New Request screen automatically.



The screenshot shows a web browser window with the URL <https://support.swmitech...> and the page title "Tech Help Desk". The main navigation bar includes the "Web Help Desk" logo and several menu items: "Request", "History", "FAQs", "Messages", and "Profile". The "Request" button, which features a lifebuoy icon, is circled in red. Below the navigation bar, the "Help Request" form is visible, containing the following fields:

- Request Type**: A dropdown menu.
- Subject**: A text input field.
- Request Detail**: A large text area with a vertical scrollbar.
- Location**: A dropdown menu.

# Submitting a Ticket

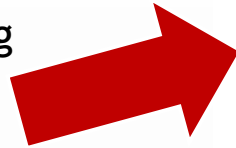
Start the ticket by selecting your Request Type.

(These initial types are more generic, but get more specific in other selections. Choose the type that best fits the type of issue you're having.)

Continue to fill in the remaining fields.

The Location field will be specific to you and should contain your site location.

Click Save to continue. A notification email will be sent to you with a link back to your ticket.



Request Type

- Account Administration
- Applications
- Audio Visual
- Hardware
- Incoming Email Request
- Media Services
- Networking
- Printer
- Purchasing
- Telecommunications

Subject

Request Detail

## Help Request

Request Type Applications Office - Word

Subject Word won't open files

Request Detail Every time I try to open a document Word won't open.

Room Number\* 123

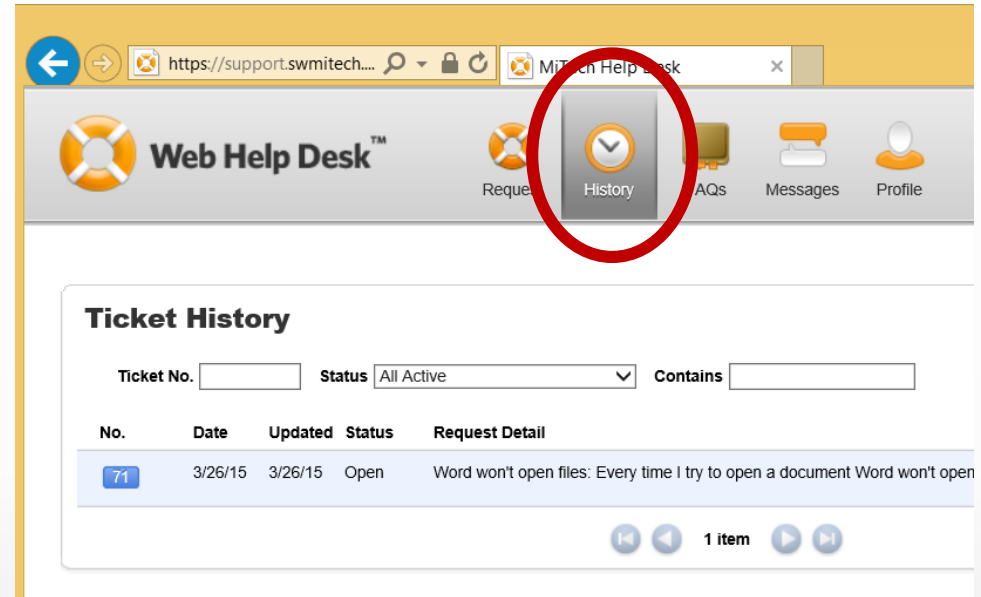
Attachments Add File

Location

# Updating a Ticket

To update a ticket, log in to the HelpDesk and it will open to the ticket entry screen.

Click on the History button at the top of the page.



To display the details of the ticket, click on the blue ticket number at the very left of the list.


No.	Date	Updated	Status
71	3/26/15	3/26/15	Open

# Updating a Ticket: Adding a Note

Here you'll be able to see the details of the ticket and any notes that have been entered. You'll also be able to add additional notes and communication directly back to the assigned tech support specialist.

Click the Add Note button in the bottom right-hand corner to enter a message. Click Save when done, and your note will be added to the ticket.

You will see your new note in yellow.

**Ticket 71**  Cancel Ticket


**Report Date** 3/26/15 2:16 pm  
**Status** Open  
**Est. Due Date** 3/30/15 2:16 pm  
**Location** KRESA Service Center  
**Request Type** Applications • Office - Word  
**Subject** Word won't open files  
**Request Detail** Every time I try to open a document Word won't open.  
**Room Number\***   
**Attachments** Add File

**Notes**

Date	Name	Note Text
3/26/15 2:29 pm	Tim Meers	Mike, please follow up. moments ago #68

Add Note

Cancel Save



**Notes**

Date	Name	Note Text
3/26/15 2:54 pm	Anon User	This is still an issue. moments ago #8
3/26/15 2:29 pm	Tim Meers	Mike, please follow up. 24 minutes ago #68

Add Note

# Status Definitions

## Status

## Comment

Open	Initial status of new ticket. Ticket may also be actively being worked.
In-Progress	Ticket is being actively worked on.
Pending - On Order	Ticket waiting for an order to be placed/shipped.
Pending - Waiting for Feedback	Ticket waiting for client/tech/other feedback before continuing.
Closed	Ticket is closed.
Resolved	Completed ticket, but waiting for final review from client. Will auto-close in 3 days.
Cancelled	Ticket cancelled by client, or not needed.
Reopened	Ticket reopened by client/tech and not assigned/updated further.
First Level Resolution	Ticket resolved by HelpDesk/tech without having to escalate or reassign.