

TECHNOLOGY & INFORMATION SYSTEMS SERVICES DIVISION

USER SUPPORT SERVICES:  
EMPLOYEE BUSINESS TRAINING

USER SUPPORT SERVICES

*Principal's  
Dashboard  
Self Help Ticketing System*

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# TABLE OF CONTENTS

|   |          |
|---|----------|
| <b>SERVICE DESK</b> .....                             | <b>3</b> |
| NAVIGATING THE SERVICE DESK MANAGER HOME SCREEN ..... | 3        |
| <b>MY SCHOOL DASHBOARD</b> .....                      | <b>5</b> |
| <b>TICKETS OPEN AT MY SCHOOL</b> .....                | <b>6</b> |
| TICKET STATUS .....                                   | 7        |
| PRIORITIZATION GUIDELINES .....                       | 7        |
| <b>TICKET DETAIL</b> .....                            | <b>8</b> |
| REQUEST DESCRIPTION EXAMPLES .....                    | 9        |
| ADDING A COMMENT .....                                | 9        |

*For training information, please contact the Employee Business Training Department at 799-2840.*

**Mission Statement:** *It is the mission of Technology and Information Systems Services to provide technology-related leadership and support to enhance the District’s ability to meet its goals.*

## SERVICE DESK

To access *My School Dashboard*, you must first login to Service Desk. To access Service Desk, you must go to <http://helpdesk.ccsd.net> in your preferred browser and use your Active Directory username and password to login. Service Desk is only available from within CCSD.

## NAVIGATING THE SERVICE DESK MANAGER HOME SCREEN

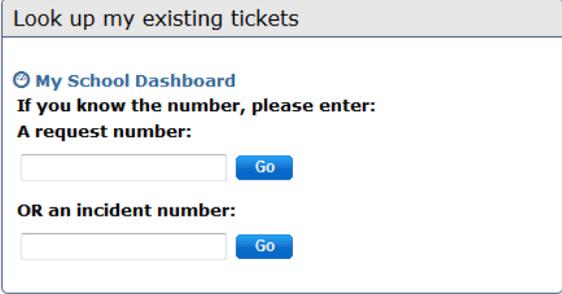
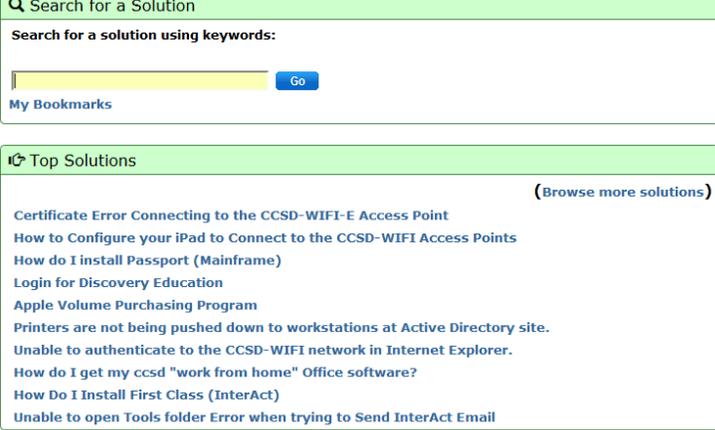
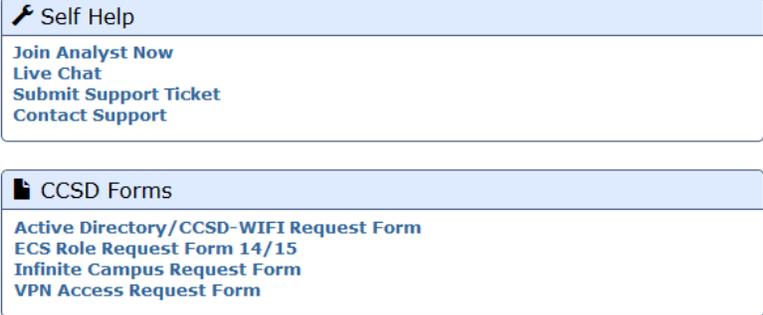
The screenshot shows the CA Service Desk Manager Home Screen. Annotations include:

- My School Dashboard**: A red arrow points to the "My School Dashboard" link in the "Look up my existing tickets" section.
- Request Search Box**: A red arrow points to the search input field in the "Look up my existing tickets" section.
- Knowledge Documents**: A red arrow points to the "Top Solutions" section.
- CCSD Forms**: A red arrow points to the "CCSD Forms" section.
- Logout Link**: A red arrow points to the "Logout" link in the top right corner.

The *Home Screen* is the initial interface you see after they login to Service Desk. On the left, you will see important announcements and a link to *My School Dashboard*.



**NOTE:** Instead of using the *Home* link, it is more effective to use the *Back Button* in your preferred browser.

|   |   |
|---|---|
|  <p><b>Announcements</b></p> <p>Welcome to the Employee portal!!!!</p> <p><a href="#">(Show All Announcements)</a></p><br> <p><b>Look up my existing tickets</b></p> <p><b>My School Dashboard</b><br/>If you know the number, please enter:<br/>A request number:<br/><input type="text"/> <a href="#">Go</a></p> <p>OR an incident number:<br/><input type="text"/> <a href="#">Go</a></p>  | <p><b>Left</b></p> <p>You can view all announcements or search for a ticket manually with the <i>Request Number</i> using the <i>Request Search Box</i>.</p>  |
|  <p><b>Search for a Solution</b></p> <p>Search for a solution using keywords:<br/><input type="text"/> <a href="#">Go</a></p> <p><a href="#">My Bookmarks</a></p><br><p><b>Top Solutions</b> <a href="#">(Browse more solutions)</a></p> <ul style="list-style-type: none"><li>Certificate Error Connecting to the CCSD-WIFI-E Access Point</li><li>How to Configure your iPad to Connect to the CCSD-WIFI Access Points</li><li>How do I install Passport (Mainframe)</li><li>Login for Discovery Education</li><li>Apple Volume Purchasing Program</li><li>Printers are not being pushed down to workstations at Active Directory site.</li><li>Unable to authenticate to the CCSD-WIFI network in Internet Explorer.</li><li>How do I get my ccsd "work from home" Office software?</li><li>How Do I Install First Class (InterAct)</li><li>Unable to open Tools folder Error when trying to Send InterAct Email</li></ul> | <p><b>Center</b></p> <p>You can search for specific solutions using keywords and see a list of top solutions in <i>Knowledge Documents</i>.</p>   |
|  <p><b>Self Help</b></p> <ul style="list-style-type: none"><li><a href="#">Join Analyst Now</a></li><li><a href="#">Live Chat</a></li><li><a href="#">Submit Support Ticket</a></li><li><a href="#">Contact Support</a></li></ul><br><p><b>CCSD Forms</b></p> <ul style="list-style-type: none"><li><a href="#">Active Directory/CCSD-WIFI Request Form</a></li><li><a href="#">ECS Role Request Form 14/15</a></li><li><a href="#">Infinite Campus Request Form</a></li><li><a href="#">VPN Access Request Form</a></li></ul>   | <p><b>Right</b></p> <p>You can click on <i>Self Help</i> links that can connect you to support analysts and links to common <i>CCSD Forms</i>. In the upper right hand corner, you will see the <i>Home</i> and <i>Log Out</i> links.</p> |

## MY SCHOOL DASHBOARD

- 4 **My School's Tickets**
  - 1 Tickets Open at my School
  - 1 Tickets Closed at My School
- 4 **SBT Assigned Tickets**
  - 1 Open Tickets
  - 1 Closed Tickets
- 4 **My School's Ticket Reports**
  - 1 Tickets closed in past 7 days
  - 1 Tickets Closed in Last 30 Days
- 4 **Open Tickets by Category**
  - 1 Account Related Tickets
  - 1 Application Related Tickets
  - 1 Hardware Support Related Tickets
  - 1 Infinite Campus Related Tickets
  - 1 Telecom Related Tickets
  - 1 Interact Related Tickets
- 4 **Closed Tickets by Category**
  - 1 Account Related Tickets
  - 1 Application Related Tickets
  - 1 Hardware Related Tickets
  - 1 Infinite Campus Related Tickets
  - 1 Interact Related Tickets
  - 1 Telecom Related Tickets

Click on any of the groups to see the tickets categorized in that group. This information can help you determine what types of tickets are being created at your site and how quickly they are being resolved by the appropriate personnel. This manual will only address the *Tickets Open at My School* category, as this is the most pertinent category and the basic functionality is the same in all of the categories.

| Form Category                     | Category Description  |
|-----------------------------------|---|
| <b>My School's Tickets</b>        | Open and closed tickets at your school  |
| <b>SBT Assigned Tickets</b>       | Open and closed tickets that have been assigned to your Site Based Technician   |
| <b>My School's Ticket Reports</b> | Tickets closed in the past 7 days and in the last 30 days   |
| <b>Open Tickets by Category</b>   | Open tickets at your site grouped into the categories of Account, Application, Hardware, Infinite Campus, Telecom, and Interact   |
| <b>Closed Tickets by Category</b> | Closed tickets at your site grouped into the categories of Account, Application, Hardware, Infinite Campus, Telecom, and Interact |

## TICKETS OPEN AT MY SCHOOL

*Tickets Open at My School* displays a dashboard listing tickets that have been created for a particular school and have not been resolved. The dashboard will show you basic ticket information and clicking on the **Request Number** will show you more information about that specific ticket.

### Dashboard - Left Side

| Request # | Request Location           | Status          | Open Date           |
|-----------|----------------------------|-----------------|---------------------|
| 755584    | Molasky, Irwin & Susan JHS | Queued          | 02/25/2015 10:52 am |
| 754970    | Molasky, Irwin & Susan JHS | Queued          | 07/07/2014 09:35 am |
| 754928    | Molasky, Irwin & Susan JHS | Queued          | 07/07/2014 09:34 am |
| 754876    | Molasky, Irwin & Susan JHS | Queued          | 07/07/2014 09:30 am |
| 754834    | Molasky, Irwin & Susan JHS | Queued          | 07/07/2014 09:29 am |
| 749749    | Molasky, Irwin & Susan JHS | Queued          | 05/30/2014 09:29 am |
| 747135    | Molasky, Irwin & Susan JHS | Queued          | 05/21/2014 11:04 am |
| 736342    | Molasky, Irwin & Susan JHS | Hold - Other    | 04/22/2014 03:05 pm |
| 735577    | Molasky, Irwin & Susan JHS | Working         | 04/21/2014 12:43 pm |
| 722589    | Molasky, Irwin & Susan JHS | In Progress     | 03/11/2014 12:54 pm |
| 643428    | Molasky, Irwin & Susan JHS | Working         | 08/26/2013 12:34 pm |
| 607678    | Molasky, Irwin & Susan JHS | Queued          | 04/25/2013 10:21 am |
| 577963    | Molasky, Irwin & Susan JHS | Waiting - Other | 01/11/2013 01:36 pm |
| 468576    | Molasky, Irwin & Susan JHS | Queued          | 12/14/2011 10:12 am |

### Dashboard - Right Side

| Priority | Group                   | Assignee                      |
|----------|-------------------------|-------------------------------|
| 6-S2     | Molasky                 | Heuberg, Matt                 |
| 6-S2     | USS-SST                 | Radler, Joerg                 |
| 6-S2     | USS-SST                 |                               |
| 6-S2     | USS-SST                 |                               |
| 6-S2     | USS-SST                 |                               |
| 6-S2     | SIS                     | Joseph, Ruth A                |
| 6-S2     | SIS                     |                               |
| 6-S2     | USS-CDM                 | Swords, Carol L               |
| 3-M2     | NS-Servers              | Collymore, Robin R            |
| 4-M3     | NS-Servers              | Bratton, Terry J              |
| 6-S2     | NS-Servers              | Beckett, James W              |
| 6-S2     | NS-Servers              | Beckett, James W              |
| 6-S2     | NS-Servers              | Beckett, James W              |
| 6-S2     | Technical Resources-Web | Carroll, Robert christopher C |

| Form Category           | Category Description  |
|-------------------------|---|
| <b>Request Number</b>   | The unique identifier for a particular ticket                   |
| <b>Request Location</b> | The location of where the ticket originated                     |
| <b>Status</b>           | An indicator as to whether or not the ticket has been addressed |
| <b>Open Date</b>        | The time and date the ticket was created                        |
| <b>Priority</b>         | Defines the urgency of the issue                                |
| <b>Group</b>            | Which group the ticket is currently assigned to                 |
| <b>Assignee</b>         | The person the ticket is currently assigned to                  |

## TICKET STATUS

You can avoid calling the Helpdesk by verifying the status of a ticket on the dashboard or clicking on the **Request Number**.

| Ticket Status      | Status Description  |
|--------------------|---|
| <b>Queued</b>      | Default status, all opened tickets start out as queued                  |
| <b>Working</b>     | Work on the ticket has begun  |
| <b>In Progress</b> | A staff member is currently working on the issue                        |
| <b>Hold</b>        | Waiting on an external resource (like a user response or part delivery) |
| <b>Closed</b>      | The ticket has been resolved  |
| <b>Cancelled</b>   | Ticket was not worked on (not supported, duplicate ticket, etc...)      |

## PRIORITIZATION GUIDELINES

There are 6 priorities used within Service Desk. Priorities that start with the letter **M** are used to prioritize network outages and are not used by SBT's. The **S1** and **S2** are probably the two priorities you will see most often.

| Ticket Priority | Priority Description   |
|-----------------|--|
| <b>M1</b>       | Critical outage, one or more sites is down                       |
| <b>M2</b>       | Multiple rooms are without network connectivity                  |
| <b>M3</b>       | A single classroom has no network connectivity                   |
| <b>S1</b>       | A critical computer is down, like an Office Manager or Principal |
| <b>S2</b>       | Normal priority  |
| <b>S3</b>       | Low priority, can be completed at any time                       |

## TICKET DETAIL

By clicking on the **Request Number**, users can access more detailed historical information about that ticket, including status changes, which departments and staff members have worked on a particular asset, what work has been completed, and technician comments.

The screenshot shows the '755584 Request Detail' page in CA Service Desk Manager. The interface includes a header with the user's name 'Skinner, Seymour' and a 'Log Out' button. The main content area is divided into several sections:

- Open Date/Time:** 02/25/2015 10:52 am
- Status:** Queued
- Priority:** 6-S2
- Request Area:** Application Support.Adobe Acrobat
- Request Location:** Molasky, Irwin & Susan JHS
- Request Description:** Need adobe Acrobat installed on my computer.
- Properties:** A table with columns for Name, Value, and Example.
- History:** A table with columns for Contact, Date, Type, and Summary.

### Ticket Detail - Left Side

|  |                     |
|--|---------------------|
| <b>Open Date/Time</b>                        |                     |
| 02/25/2015 10:52 am                          |                     |
| <b>Request Area</b>                          |                     |
| Application Support.Adobe Acrobat            |                     |
| <b>Request Description</b>                   |                     |
| Need adobe Acrobat installed on my computer. |                     |
| <b>Properties</b>                            |                     |
| <b>Name</b>                                  | <b>Value</b>        |
| <b>History</b>                               |                     |
| <b>Contact</b>                               | <b>Date</b>         |
| System_AHD_generated                         | 02/25/2015 10:53 am |
| Sarver, Joshua D                             | 02/25/2015 10:52 am |

### Ticket Detail - Right Side

|                            |  |
|----------------------------|--|
| <b>Status</b>              | <b>Priority</b>                                |
| Queued                     | 6-S2   |
| <b>Request Location</b>    | <b>Serial Number</b>                           |
| Molasky, Irwin & Susan JHS |  |
| <b>Example</b>             |  |
| <b>Type</b>                | <b>Summary</b>                                 |
| Event Occurred             | AHD05455:Request 755584 Auto Assignment Failed |
| Initial                    | AHD05439:Copied from Request 755583            |

## REQUEST DESCRIPTION EXAMPLES

|                              |  |
|------------------------------|--|
| Broken PC                    | Lenovo M82 in Portable #918 will not power on, gets no led lights on front panel or back. Power outlet works. Burning smell, so I suspect motherboard or power supply. S/N MJCFHGG |
| New Active Directory Account | John Smith is new to our school and needs to get an Active Directory account.  |
| Simple Item Exchange         | Lenovo M81 has a keyboard missing the letter A. I will mail the keyboard into the shop for replacement. S/N 343424   |

## ADDING A COMMENT

You can leave your own comments by clicking the **Add Comment** button in the top right hand corner of the **Ticket Detail** screen.

Add Comment

Attach Document



**NOTE:** Please remember that other people can see these comments. This will also generate an email to the assignee.

A text box will appear that allows you to enter information that can be saved to the ticket. If you want to complete a spell check before saving your text, there is a **Spelling** button directly above the text box.

Add Comment to Request 755584

User Description **Spelling**

After you are done entering your text, save the information by clicking the **Save** button in the top right hand corner.

Save

Cancel

Reset

After your text has been saved, you can verify that the information has been properly documented by observing the **History** section at the bottom of the ticket.

| Open Date/Time                               |                     | Status                     |  |
|--|---------------------|----------------------------|--|
| 02/25/2015 10:52 am                          |                     | Queued                     |  |
| Request Area                                 |                     | Request Location           |  |
| Application Support.Adobe Acrobat            |                     | Molasky, Irwin & Susan JHS |  |
| Request Description                          |                     |                            |  |
| Need adobe Acrobat installed on my computer. |                     |                            |  |
| Properties                                   |                     |                            |  |
| Name   | Value               | Example                    |  |
|  |                     |                            |  |
| History                                      |                     |                            |  |
| Contact                                      | Date                | Type                       | Summary  |
| Skinner, Seymour                             | 02/26/2015 11:10 am | Log Comment                | Checking the status of this ticket             |
| Skinner, Seymour                             | 02/26/2015 11:09 am | Attach Doc                 | Attach Document : info.txt                     |
| System_AHD_generated                         | 02/25/2015 10:53 am | Event Occurred             | AHD05455:Request 755584 Auto Assignment Failed |
| Server, Joshua D                             | 02/25/2015 10:52 am | Initial                    | AHD05439:Copied from Request 755583            |