Information Technology Department Process for Receiving Assistance

The Fairfield Schools have adopted a new technology helpdesk procedure for the 2011-2012 school year in an effort to be more responsive and more effectively use technology staff. In order to receive assistance from a technician, all district staff are required to create a request ticket utilizing the Kaseya software that has been installed on all computers in the district.

The document attached below are instructions for creating a ticket. If you need assistance, and no computer is available, you may call the helpdesk at extension 8460. Please do not email staff members individually.

Access to the FPS Support Request System

screen, once you have logged into the network.

To access the helpdesk portal system, locate the **example** icon normally found at the bottom of your computer

The location may vary a bit depending on what type of computer, and which operating system you are using on your district machine. The icon will appear on all desktops, laptops and netbooks issued by the district.

For PCs using Windows 7





If the icon is not visible in your task bar on your Windows 7 computer, click on the triangle to reveal more icons.

For PCs using Windows XP

Windows XP





If the icon is not visible on your Windows XP computer, click on the arrow to reveal more icons.

For Apple computers using OS X :



Creating a Ticket

1. Locate the icon as indicated above on your computer, or on the computer that is having a problem.



Double click on the icon

This is the ticket entry screen that will appear once you have double clicked on the

	Machine Info: cbwrkstn.co.fps.myOrg			Log Off Help «
	Current User: cbrand Domain: FPS1 (domain) Operating System: 7 Version: Enterprise Edition Service RAM: 3583MB CPU: (2)Intel@ Xeon® CPU 51	1 Pack 1 Build 7601 30 @ 2.00		
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Agent Data	Welcome to Live Connect			Email Administrate
Audit Information				
File Manager	Run Procedures			
Gommand Shell	Select functions to keep your mach	ine in tune		
😪 Registry Editor	Available Procedures 🔺	Last Manual Run Time	Next Manual Run Time	Run Now
Task Manager	Install Missing Patches	Procedure has never run	Procedure is not scheduled	Run Now
Event Viewer	Scan for Missing Patches	12:55:09 AM 10-Jul-11	Procedure is not scheduled	Run Now
⑦ Ticketing				
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🔐 Video Chat				

Look to the left for Ticketing:

2. To begin the ticket submission process, double click on "Ticketing" from the left column.

	Machine Info: cbwrkstn.co.fps.myOrg
	Current User: cbrand Domain: FPS1 (domain) Operating System: 7 Feature for the structure of the screen will change. Version: Enterprise Edition Service P RAM: 3583MB CPU: (2)Intel® Xeon® 2PU 5130
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3. Select "new"

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General	Related Items					
Summary Inf	ormation					
Service Desk*:	Incident 👻					
Summary*:						
Submitter Name:	Chris Brand					
Submitter Email:	cbrand@fairfield.k12.ct.us					
Status:	New		Category:	No Category Selected	*	
Assigned To:	Not Assigned		SubCategory:		~	
Site*:	All Sites	*	Room*:			
Add Note —						
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Resolution -						

A new ticket is now open. The user is required to only enter information in 3 fields (denoted with an *). They are:

a) Summary – a brief description of the problem. This is free text and must be completed by the requestor.

b) Site – click on the arrow and select from the school or district office site where assistance is requested.

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Save and Close 💾	AHS		
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Assigned To:			SubCategory:
Site*:	All Sites	~	Room*:

c) Room – The classroom, office or location at the site, where is problem is occurring.

6. Click on "Save and Close" to submit the case.

Create a New Ticket				
Save and Close	Save and New 🖉 Cancel			
General	Related Items			
Summary Info	ormation			
Service Desk*:	Incident 👻			
Summary*:				
Submitter Name:	Chris Brand			
Submitter Email:	cbrand@fairfield.k12.ct.us			
Status:	New	Category:	No Category Selected	¥
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Resolution -				
Resolution:	Not Resolved			
Description:				
				-

Summary and options:

This is the minimum needed for a user to enter and submit a case. Once these three fields are entered, the user can click on "Save and Close" to submit the case to the central help desk. They also have the option to click on "Save and New" to submit the current ticket and open a new blank ticket for a different problem. The user can also click on "cancel" to trash their current ticket and not submit anything.

Option A: Selecting a category:

While not required, when feasible please choose a category that you believe pertains to your problem. The categories are very general by design; there is a sub-category field as well for more precise descriptions. If you do not know what category to select or feel that your issue does not have a category listed, it can be omitted and we will update the case with the proper category.

	Submitter Name: Submitter Email:	Chris Brand cbrand@fairfield.k12.ct.us		
> R	Status: Assigned To:	New Category	- No Category Selected No Category Selected	
	Site*:	All Sites Y Room*:	Application problem AV (Audio Visual) Hardware	
	Add Note	♣ Expand Arial Image: Boost of the second secon	Kaseya Actions Munis Support Network Printing problem Server Server	a.
	Resolution Resolution: Description:	Not Resolved	Core Software Student Systems Training Request Unknown Web Support	

Option B: Attaching a document (e.g. screen shot or other illustrative document)

	Notes Related Items				
- 🔺 Summary Inf	formation				
Service Desk:	Incident Ticket Number:	IN000115			
Summary*:	This is a Test ticket				
Submitter Name:	Chris Brand				
Submitter Email:	cbrand@fairfield.k12.ct.us				
Status:	New	Category:	Application problem	~	
Stage:	Identified	SubCategory:		*	
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Resolution					
Resolution:	Not Resolved				

There is an area called "Note," this is a free text area where the user can enter a more details about the case. They can also attach files to the case with the use of the paper clip icon.

To attach a document, click on the paperclip, and a dialog box will appear:

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Click on the box to the right, and navigate to the location of the file you wish to attach

Part II. How to check the Status of your Cases

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	Current User: Domain: Operating System: Version: RAM: CPU:	cbrand FPS1 (domain) 7 Enterprise Edition Service Par 3583MB (2)Intel® Xeon® CPU 5130 (k 1 Build 7601 9 2.00									
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7 Ticketing												
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🗟 Video Chat												_

After the case is saved – the case will appear in the list. (See above picture) All past cases submitted by the user, on that machine will be listed. They can see the status and the last time it was updated by support.

You can open any case in the list by double clicking on the case id number and the details for that case will appear. You can click on the case to add more information or read notations IT support may have added to the case.

If you want to see notations made by the technician on the case, click on the Notes tab and the note will appear.

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h:	💾 Save 💾 Save and	Close 🥝	Cancel	_		
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	Time	User	Note	Task		
	1:51:17 pm 08/11/2011	System	This is a test ticket for demo			
						Ш

On a case the user can check the "notes" field to see what comments support has added to the case, or they can update the case with a new note of their own.

Additional Features:

The Knowledge Base for self help

	Machine Info: cbwrk	stn.co.fps.myOrg								Log Off	Help « 🛠
	Current User: Domain: Operating System: Version: RAM: CPU:	cbrand FPS1 (domain) 7 Enterprise Edition Service Pack 1 Build 7601 383MB (2)Intel® Xeon® CPU 5130 @ 2.00									
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Task Manager											
Event Viewer											

Along with Ticketing, the users have access to a Knowledgebase tab. Here will be posted solutions that the support team has identified as common issues that may be of use to all our users. There will be times that users are directed here to find solutions to cases they may submit.

Users can click on the Knowledgebase tab to open it and access the information contained in any case.

Updating your profile information

	Machine Info: cbwrkstn.co.fps.my0rg
	Current User: cbrand
	Domain: FPS1 (domain) Operating System: 7
	Version: Enterprise Edition Service Pa
	RAM: 3583MB
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Audit Information	
📮 File Manager	Run Procedures
Command Shell	Select functions to keep your machine
🎲 Registry Editor	Available Procedures 🔺
Task Manager	Install Missing Patches
Event Viewer	Scan for Missing Patches
⑦ Ticketing	

One last thing that each user may want to do on their machines is visit the "Change Profile" tab.

Machine Info: cbwrkstn.co.fps.myOrg		
Current User:	cbrand	
Domain:	FPS1 (domain)	
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version:	2502Mp	
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Clear Snoozes

They should enter their contact name, email address and phone if applicable.