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.

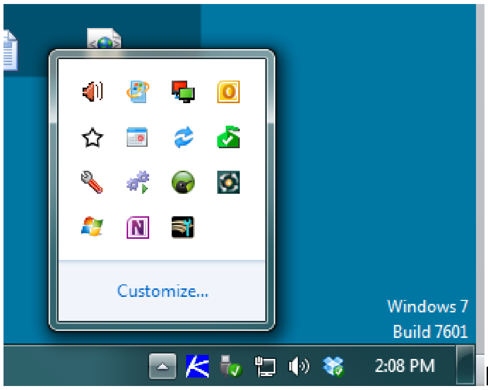
Access to the FPS Support Request System

To access the helpdesk portal system, locate the icon normally found at the bottom of your computer screen, once you have logged into the network.

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

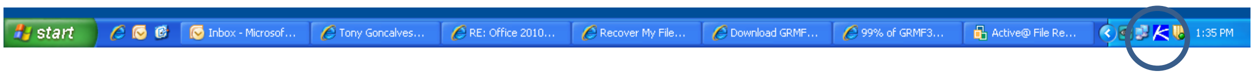
This is the task bar- usually found on on the bottom of the screen. The blue square with the white K is the icon for the new tech supoprt requests and is found in the system tray.



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



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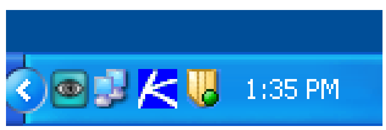


If the icon is not visible on your Windows XP computer, click on the arrow to reveal more icons.

For Apple computers using OS X :

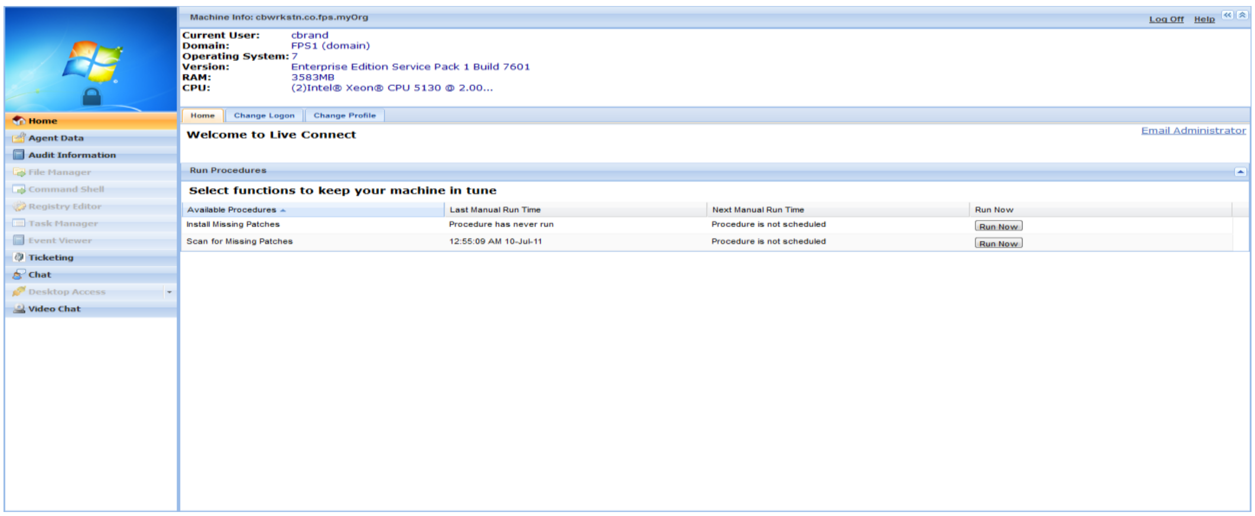
On Mac (OS X Only) the Icon is located on the menu bar, which is usually located at **the top** of the screen

Creating a Ticket

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

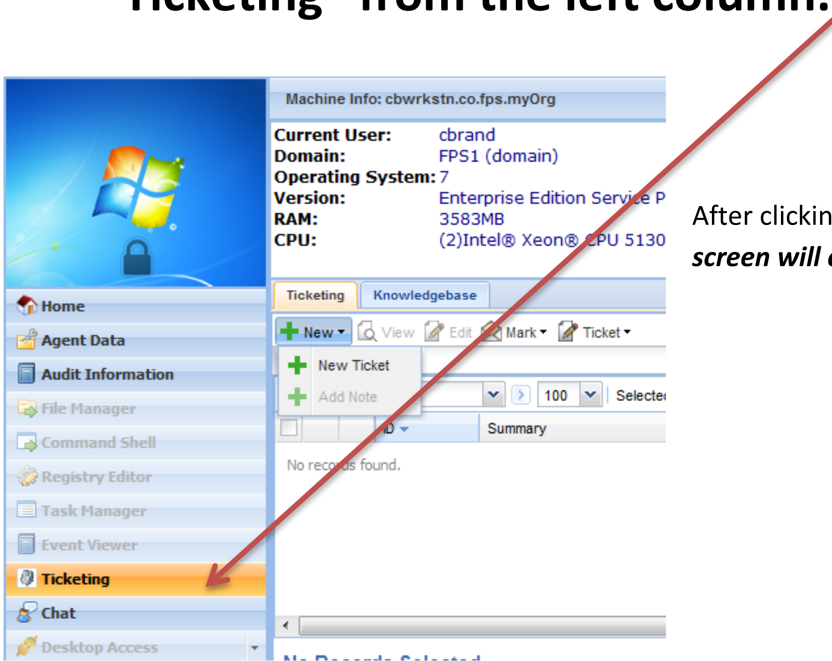
   Double click on the icon

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



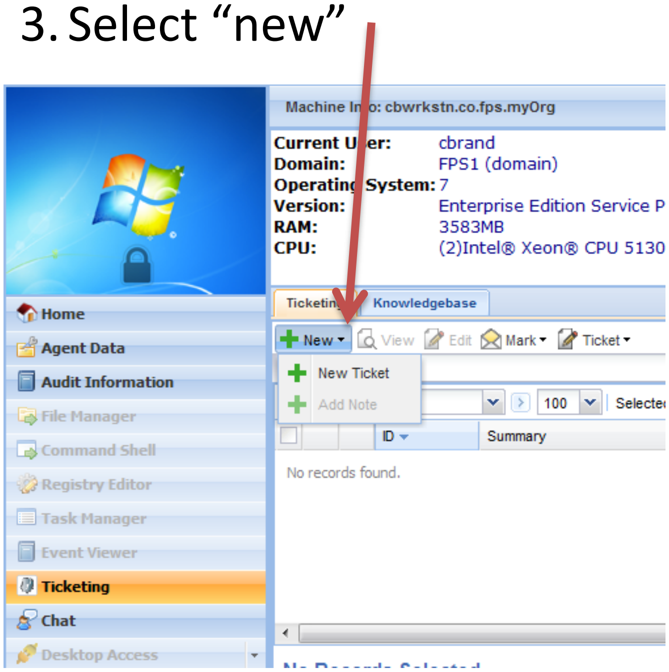
Look to the left for Ticketing:

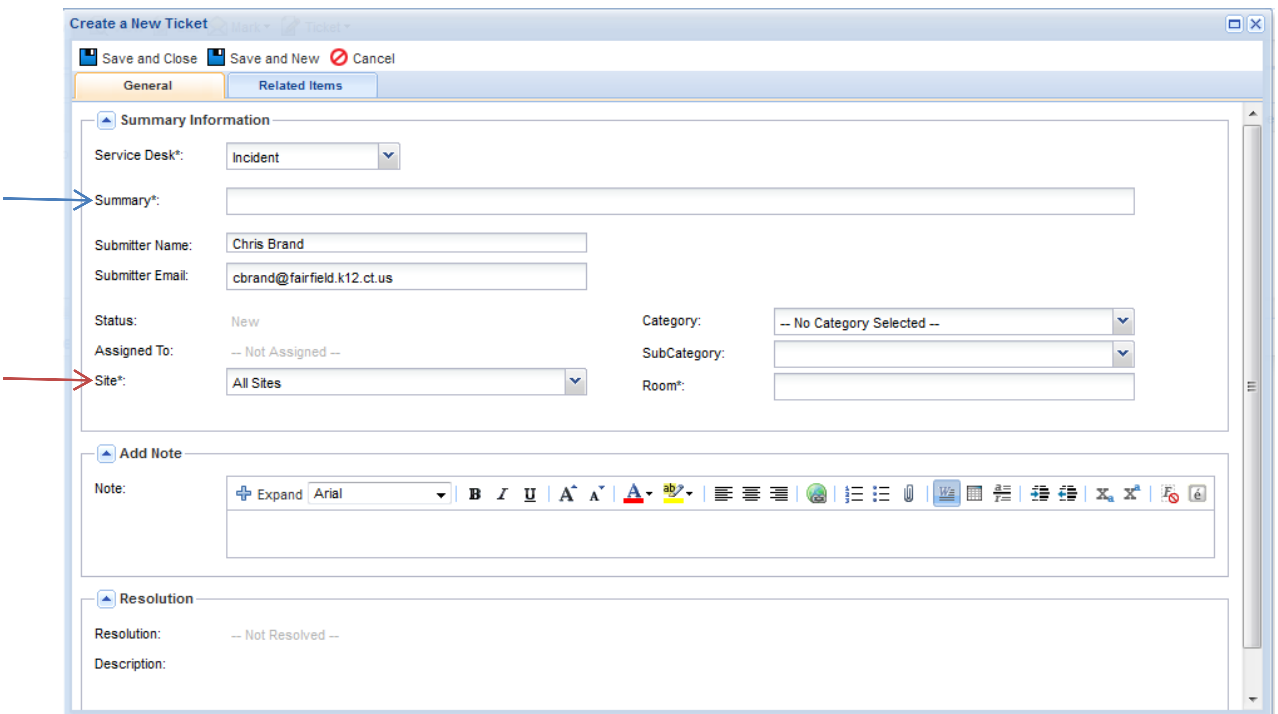
2. **To begin the ticket submission process, double click on "Ticketing" from the left column.**



After clicking on the Ticketing Link, ***the center portion of the screen will change.***

3. Select “new”

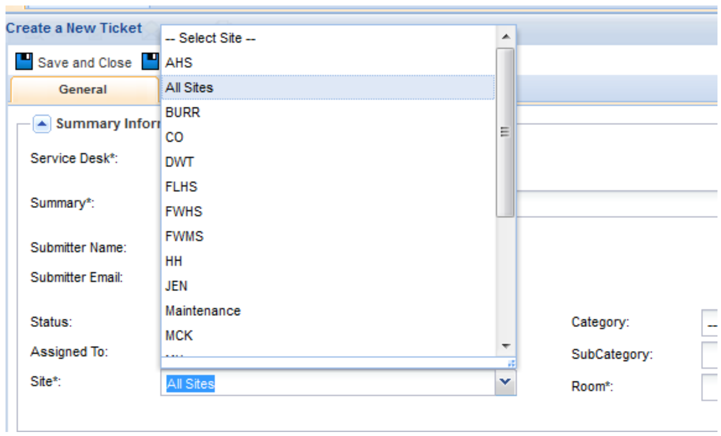




A new ticket is now open. The user is required to only enter information in 3 fields (denoted with an *). They are:

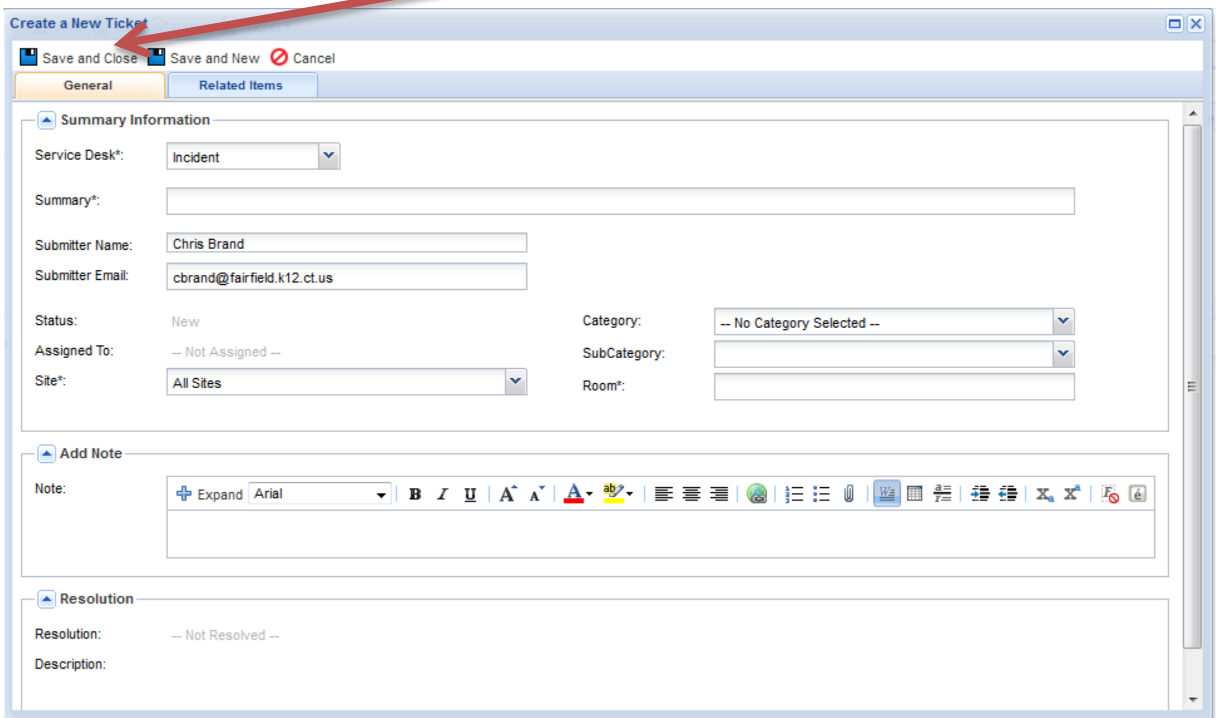
a) Summary – a brief description of the problem. This is free text and must be completed by the requestor.

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



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.

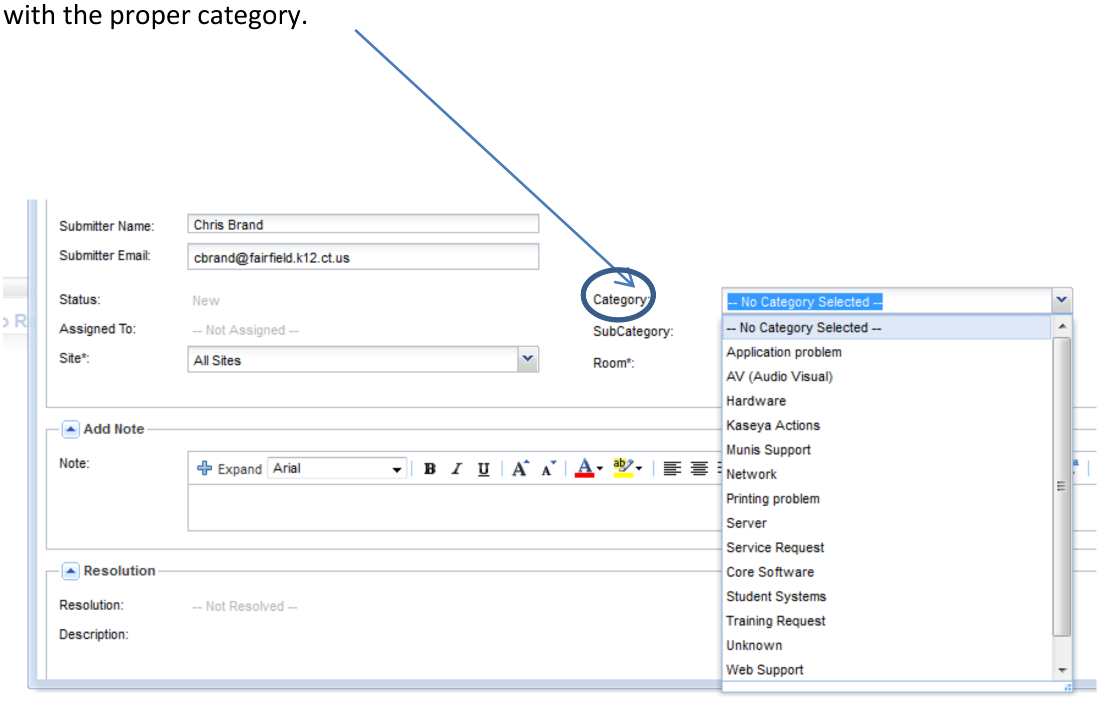


Summary and options:

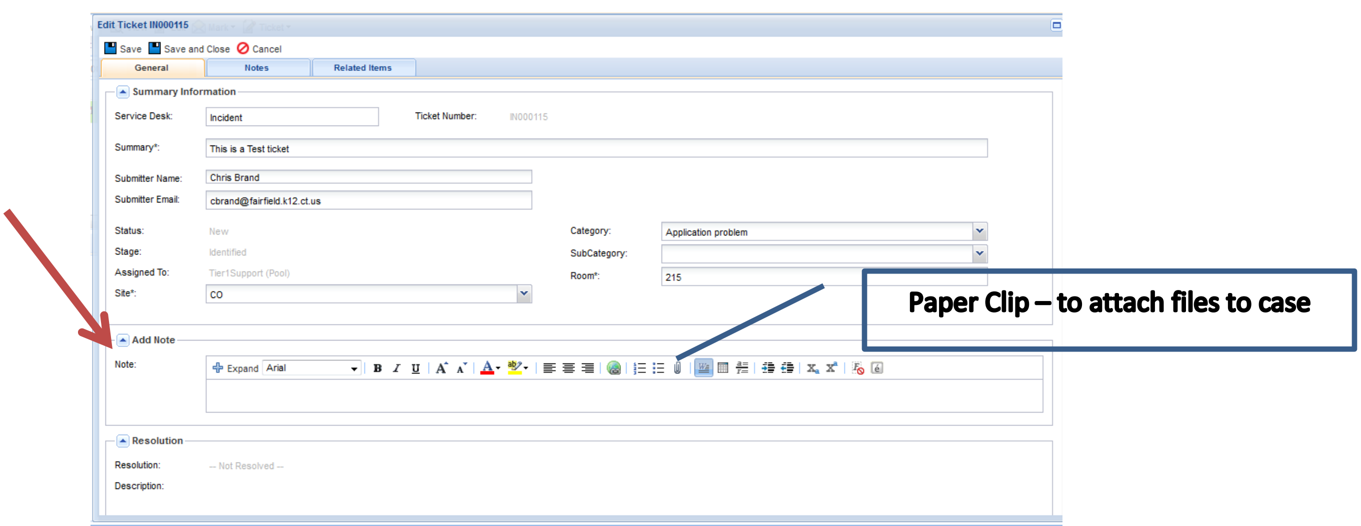
This is the minimum needed for a user to enter and submit a case. Once these three fields are entered, the user can click on “Save and Close” to submit the case to the central help desk. They also have the option to click on “Save and New” to submit the current ticket and open a new blank ticket for 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.

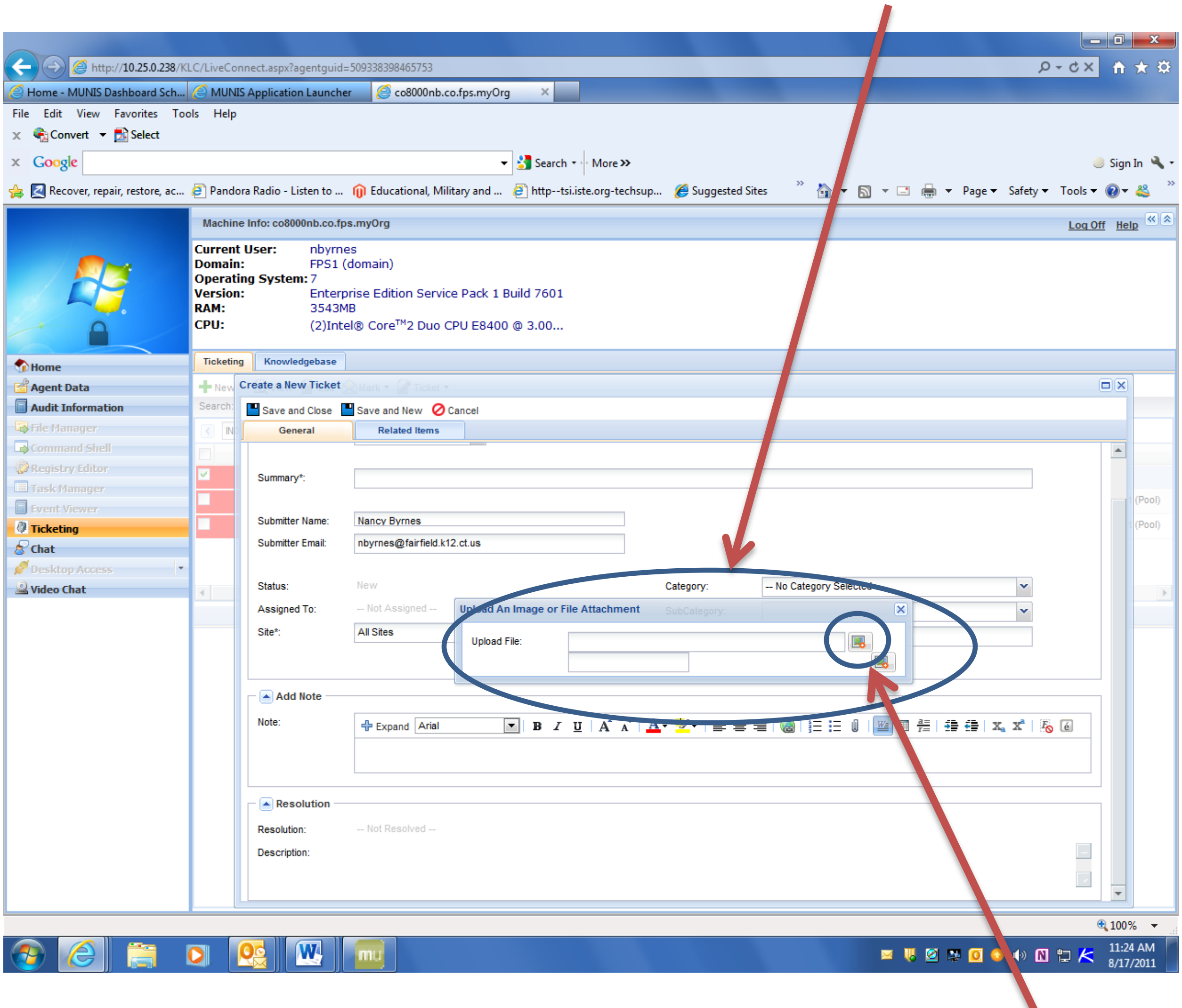


Option B: Attaching a document (e.g. screen shot or other illustrative document)



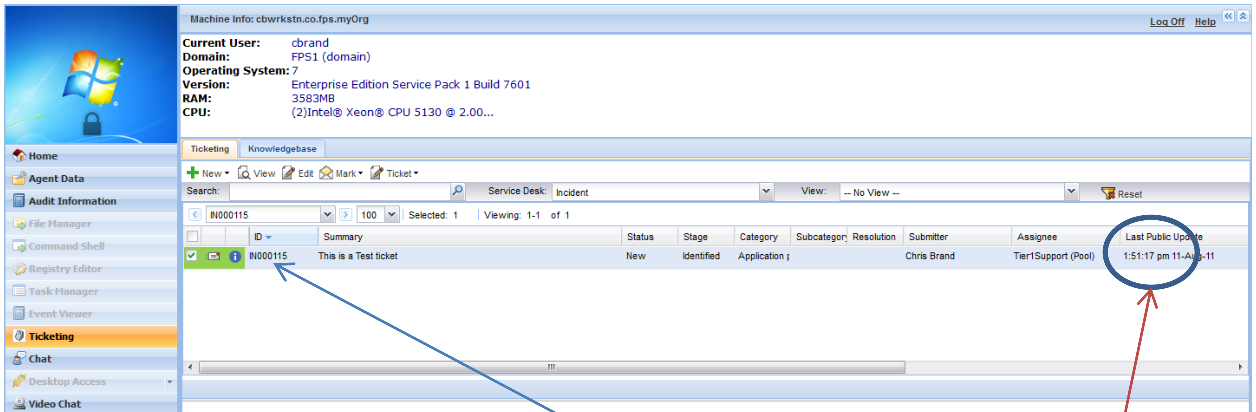
There is an area called "Note," this is a free text area where the user can enter a more details about the case. They can also attach files to the case with the use of the paper clip icon.

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



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

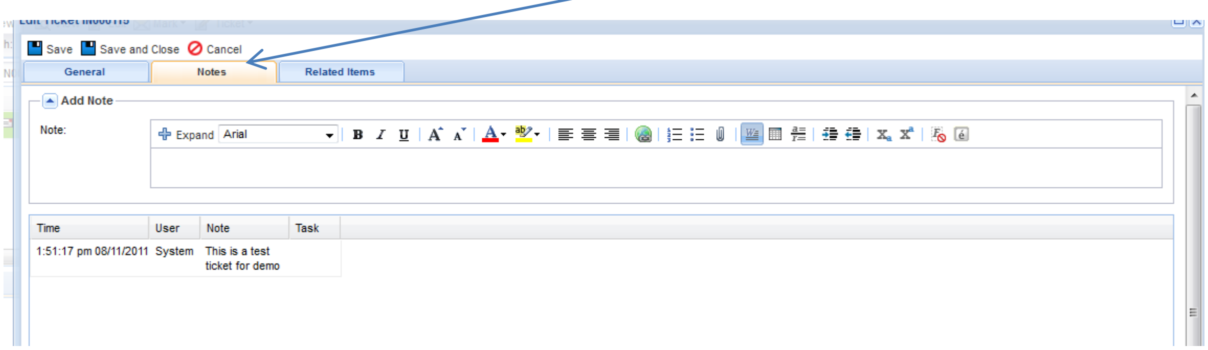
Part II. How to check the Status of your Cases



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.

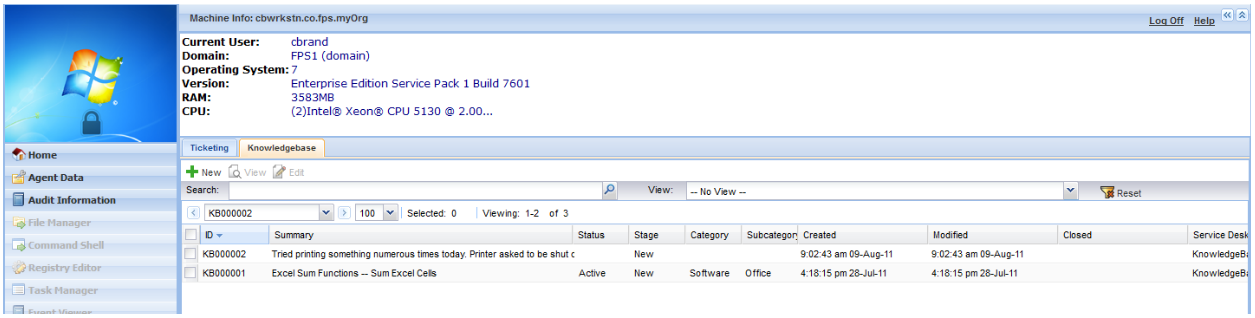
If you want to see notations made by the technician on the case, click on the Notes tab and the note will appear.



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:

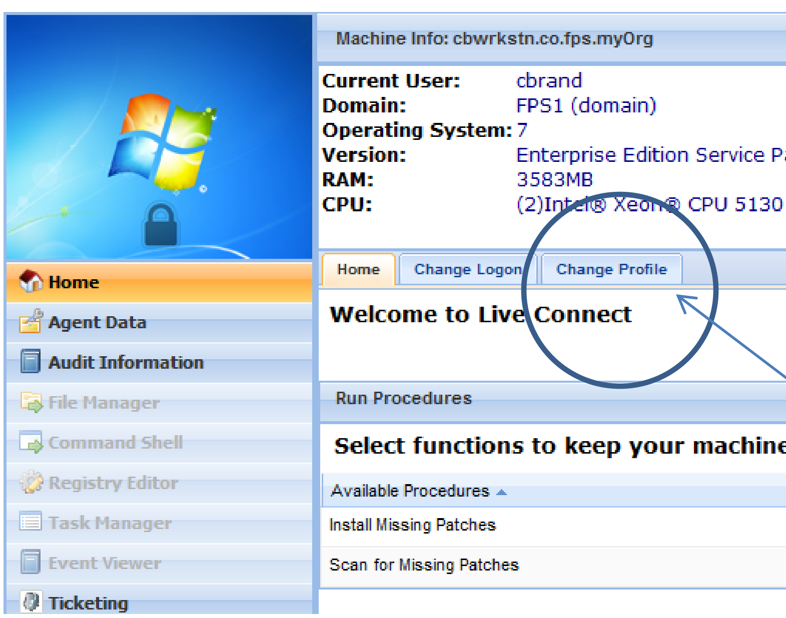
The Knowledge Base for self help



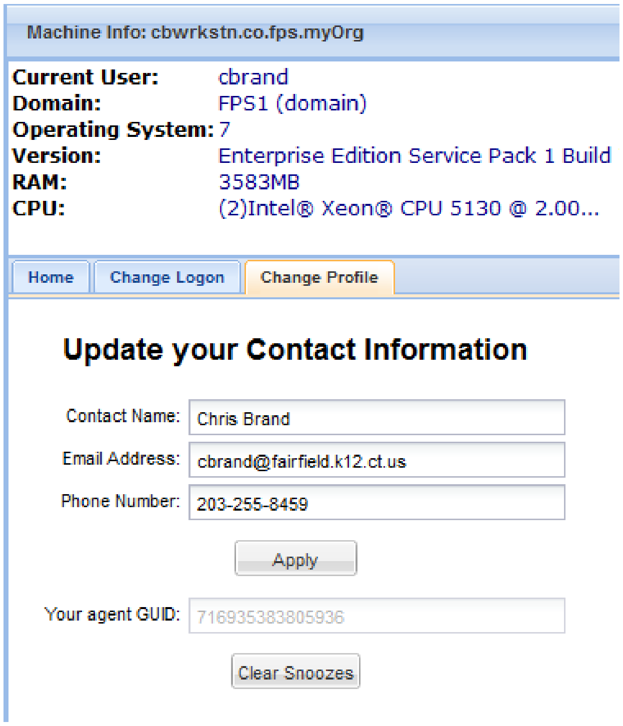
Along with Ticketing, the users have access to a Knowledgebase tab. Here will be posted solutions that the support team has identified as common issues that may be of use to all our users. There will be times that users are directed here to find solutions to cases they may submit.

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

Updating your profile information



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



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