

WEB Help Desk – Additional Overview for Approvers

Effective: 08/18

Created By: Cliff Ayers



PURPOSE:

A supplemental overview for client approvers and how to process help requests that require approval.

GENERAL GUIDANCE NOTES:

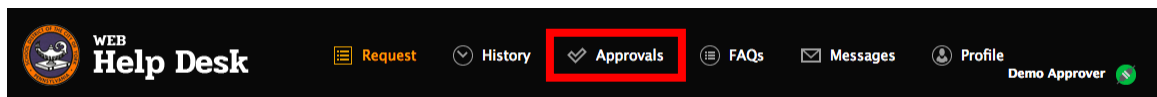
- Must be on the district network to access WEB Help Desk.
- Must be a client approver to view and process approvals.

PROCEDURE:

1. Access WEB Help Desk via desktop shortcut or via URL:
<http://solarwinds.ycs.k12.pa.us>
2. Login using your current district/network login.

A screenshot of the WEB Help Desk login page. The page has a dark background with white text. At the top, it says "Log In". Below that are two input fields: "User Name" and "Password", each with a small icon on the right side. Under the password field is a checkbox labeled "Remember me". At the bottom, there is a blue "Log In" button and a link for "Forgot Password".

3. Click **Approvals** at the top of the page.





4. Click **New Approvals** to display all requests currently requiring your approval.

The screenshot shows the 'Approvals' section of the WEB Help Desk interface. The 'New Approvals' tab is highlighted with a red box. Below the tabs is a table with the following data:

No.	Date	Client	Request Type	Details	Approval Process	Approval Step	My Vote
45	8/19/18	Demo Client	Technology • Application • Approval Request • Demo • Laptop	[Empty] Show Details	Demo Approvals	1 Demo Approver	<input checked="" type="radio"/> Yes <input type="radio"/> No

5. Click **Show Details** to view the details of the approval request. Select either **Yes** or **No**, give an explanation (optional), and click **Save** to process the approval.

The screenshot shows the 'Approvals' section with the 'Show Details' button for the first item highlighted in red. The details panel is expanded, showing the following information:

- Application Name: PatchMyPC
- Cost: \$0.00
- Purpose: This software searches for and updates plugins and common software installed on the computer.

The 'My Vote' section is also highlighted in red, showing the 'Yes' radio button selected, an 'Explanation' text area containing the text: 'Updating software should be left to the Technology Department to avoid potential problems.', and a checked 'Display as a ticket note' checkbox. 'Save' and 'Cancel' buttons are visible at the bottom of the vote section.

6. Click **Old Approvals** to display previous approval requests.

The screenshot shows the 'Approvals' section of the WEB Help Desk interface. The 'Old Approvals' tab is highlighted with a red box. Below the tabs is a table with the following data:

No.	Date	Client	Request Type	Details	Approval Process	Approval Step
45	8/19/18	Demo Client	Technology • Application • Approval Request • Demo • Laptop	[Empty] Show Details	Demo Approvals	1 Demo Approver

- 7. This is an example of a help request requiring approval. The client will see a message stating **“This Request Type requires approval.”**

Help Request

Request Type Technology Application Approval Request
Demo Laptop

This Request Type requires approval.

Instructions One application per approval request. Please make separate approval requests if you have multiple applications that need approval.

Application Name* PatchMyPC

Cost* 0

Purpose* This software searches for and updates plugins and common software installed on the computer.

Carbon Copy (Cc): Enabled

Location McKinley K-8 Room 122 (Computer Lab)

Select Asset

i You may also search for an Asset (Asset number, serial number, network name), or select a Model.

Model

Type

Model Not Applicable / Found

Save Cancel