

WEB Help Desk – Submitting a Help Request Ticket for Another Client

Effective: 08/18

Created By: Cliff Ayers



PURPOSE:

A walkthrough on how to submit and review a help request ticket through WEB Help Desk for another client.

GENERAL GUIDANCE NOTES:

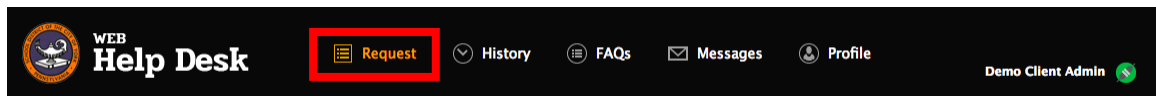
- Must be on the district network to access WEB Help Desk.
- Must be a client admin to submit a help request ticket for a client other than yourself.
- The client admin and client must be assigned to the same building in order for the client admin to find the client when submitting a help request ticket.

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. 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 **Request** at the top of the page.



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4. Notice the option to **Create Ticket For** which includes **Other**.

The screenshot shows the top navigation bar with the 'WEB Help Desk' logo, a 'Request' button, and a 'History' button. Below the navigation bar, the 'Help Request' section is visible. A red box highlights the 'Create Ticket For' section, which contains two radio buttons: 'Myself' (selected) and 'Other'. Below this, there is a 'Request Type' dropdown menu.

5. Select **Other**, enter the client name and click **Search**. Click the desired client name and continue creating the help request ticket.

The screenshot shows the 'Help Request' section with the 'Create Ticket For' radio buttons. The 'Other' option is selected and highlighted with a red box. Below this, there is a 'Client Lookup' section with a table for entering client information. A red box highlights the 'Last Name' and 'First Name' fields, with 'Demo' entered in the 'First Name' field. A 'Search' button is also highlighted with a red box. Below the search results, a table lists client names and email addresses. The 'Demo Client' entry is highlighted with a red box. A 'Cancel' button is visible at the bottom right of the search results. Below the search results, there is a 'Request Type' dropdown menu.

Last Name	First Name
	Demo

Search

Name	E-Mail
Demo Client	democlient@ycs.k12.pa.us
Demo Client Admin	democlientadmin@ycs.k12.pa....

Cancel



6. Enter the details for the Help Request Ticket.

Help Request

a Create Ticket For Myself Other Demo Client

b Request Type

c Subject

d Request Detail

e Carbon Copy (Cc:) Enabled

f Location Room

Select Asset

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

Model

Type

Model

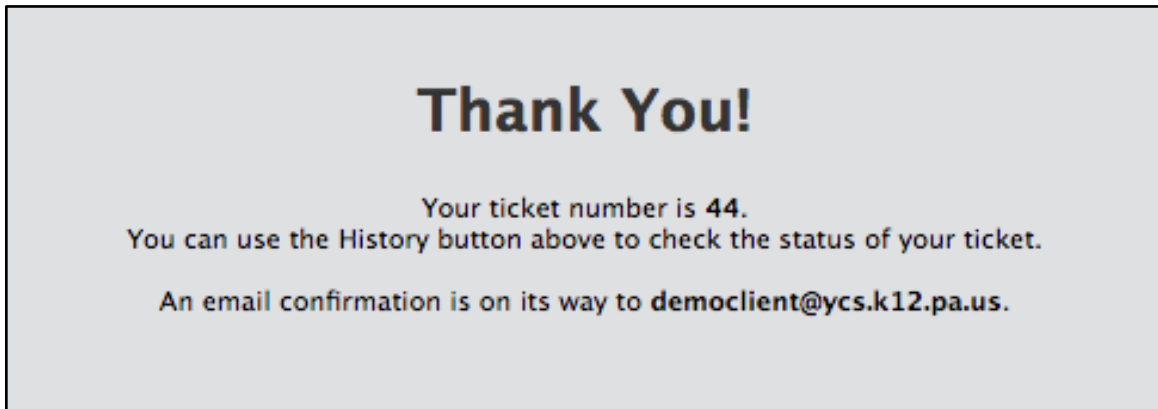
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- a. **Create Ticket For** – This will display the client for the help request ticket.
- b. **Request Type** – Select the appropriate type for the help request using the drop-down selections.
- c. **Subject** – Enter the appropriate subject for the help request.
- d. **Request Detail** – Enter the appropriate description for the help request.
- e. **Carbon Copy (Cc:)** – (Optional) Enter an email to copy a particular person on the help request ticket.
- f. **Location** – Select the building and room where the help request is needed.
- g. Click **Save** to submit help request ticket.

Note: Actual fields may vary depending on the help request type.



7. A confirmation page will display after submitting the help request ticket.



8. Click **History** to view help request tickets submitted by you and for everyone assigned to the same building you are assigned as the Client Admin.

The screenshot shows the WEB Help Desk interface. The 'History' tab is highlighted with a red box. Below the navigation bar, there is a 'Ticket History' section with search filters and a table of tickets.

No.	Date	Updated	Status	Request Type	Request Detail	Client
46	8/19/18	8/19/18	Open	Technology <ul style="list-style-type: none">Logins/Account AccessNetwork	Password Expired: Demo Client can't login due to their password expiring over the summer.	Demo Client
41	8/19/18	8/19/18	Open	User Administration	Confirm Clients per Location: 1. Get updated building staff lists from Office Managers. 2. Cross ref...	Cliff Ayers
30	8/13/18	8/17/18	Pending Approval	Technology <ul style="list-style-type: none">Application Approval RequestRegular EducationiPad	[Empty]	Cliff Ayers
26	8/13/18	8/17/18	Open	Technology <ul style="list-style-type: none">Hardware IssuesKeyboardIncorrectly Typing	ALL CAPS. KEYBOARD ONLY TYPES IN CAPS. I TRIED PRESSING THE CAPS LOCK BUTTON BUT THAT DOESN'T WORK.	Cliff Ayers

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9. Clicking a request ticket number will display the details of the help request ticket.

Ticket 46

Client Demo Client 

Created By Demo Client Admin

Report Date 8/19/18 11:49 pm

Status Open

Est. Due Date 8/22/18 4:00 pm

Close Date

Location Administration

Request Type Technology • Logins/Account Access • Network

Subject Password Expired

Request Detail Demo Client can't login due to their password expiring over the summer.

Tech Cliff Ayers

Notes

Date	Name	Note Text