

eHelp Desk User Guide

eHelp Desk is the incident management system used by the UFV IT Services Department to record requests for assistance and enhance communication.

Advantages

1. Be informed of current service interruptions or scheduled maintenance
2. Find IT answers, general IT information, and links to other resources
3. Open tickets directly to the eHelp Desk system
4. View your ticket updates or add/request information
5. Communicate directly with your assigned technician

Access

eHelp Desk is available worldwide via the internet at <http://ehelpdesk.ufv.ca> Also look for the red icon on UFV campus computer desktops. Everyone has the ability to view information provided on the eHelp Desk main page for self-help or to keep up to date with IT happenings at UFV. No log in required!

Employees and Students with valid UFV accounts also have access to the eHelp Desk ticketing system when they log into it.



<p>Employees: use your (Novell) network credentials (same as campus computer) Students: use your student account credentials (same as myUFV)</p>
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Your eHelp Desk Account

When logged into eHelp Desk, you may open a ticket for service, review status of an open ticket, send comment or question to your assigned technician, or view history of your closed tickets.

Your initial view, when logging on is called the **My Tickets** screen.

UNIVERSITY OF THE FRASER VALLEY Your Name Control Panel April 12, 2010 v 9.0.4

Alerts Welcome to IT Services eHelp Desk

Create New Ticket Ticket Templates

Owned by me (2)

Click to view closed tickets in the list too

Check tickets Export: Excel | PDF Ticket Sort Show closed Hide Filters Reset Filters

Priority	Ticket #	Location	Subject	Category Option	Assignment	Status	Created
595		Abbotsford King Campus	Flickering Display	Monitor	Your Name	Assigned	Apr 12, 2010 9:53 AM
594		Off Campus	Cannot see my Student ...	myUFV/Luminus	Your Name	Assigned	Apr 12, 2010 8:29 AM

Ticket List showing your open tickets

Page 1 / 1 10 rows/page Records [1 - 2] / 2

Use the **Control Panel** to navigate around eHelp Desk and to log out of the system.

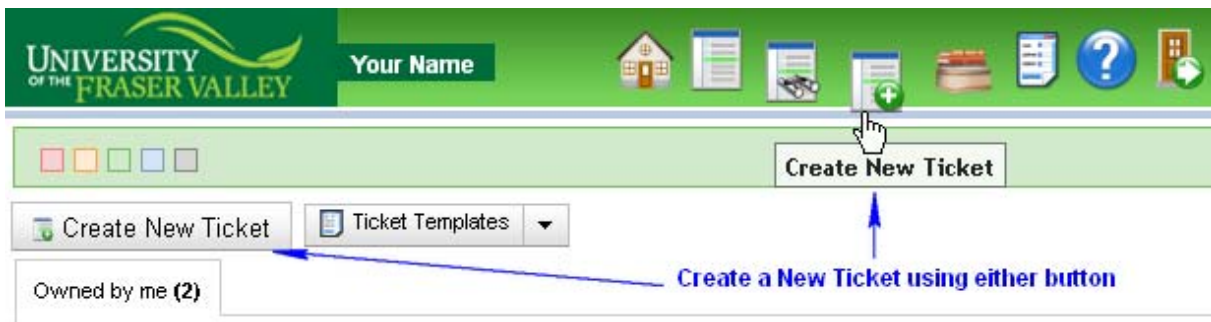
Services interruptions or other circumstances that impact IT services at UFV will be communicated using an **Alert** that scrolls across the top of your screen.

Use the column heading to **Sort** your ticket list by whichever method you prefer. The default sort is by **Priority**. Requests received to Help Desk are given a priority based upon the **Severity** of the issue.

Guidelines for assessing the **Severity** and assigning **Priority** is as follows:

- **Severity 1 Critical** - Global business activities are impacted
- **Severity 2 Urgent** - A subset of business activities or locations are impacted
- **Severity 3 Important** - An individual issue with time sensitivity
- **Severity 4 Average** – Routine, scheduled or non-time sensitive work

Opening a Ticket



Both methods open a new window with a blank ticket for you to fill in, starting from the top.

▼ Contact Information

* Contact :	Your Name	Email	Your.Name@student.ufv.ca
Phone :	(None)	Address :	(None)
Employee Number :		Office Location :	
Department :		Title :	
User Name :	300012345		

Your **Contact Information** will be auto-filled.

▼ Ticket Info

* Location :	Off Campus	Submitted by :	Your Name
* Group :	ITS Help Desk		
* Category :	Software		
* Category Option :	myUFV/Luminus		
* Assignment :	Ticket Pool		
* Specify Issue :	E-mail Unavailable		

Choose the best options available in each drop-down

Fill in the **Ticket Info** with the available choices to best summarize where and what the issue is.

▼ Description

* Subject :	Cannot see my Student E-mail
CC :	
BC :	
Note :	No mailbox showing in myUFV
Attachments :	<input type="button" value="Browse..."/>
<input type="button" value="Save Changes"/>	

Provide a **Description** of the issue using a short **Subject** and details in the **Note** sections. You may add an attachment to the ticket, as well. **Save Changes** to submit the ticket to the IT Services Help Desk.

You will receive an automated notification from the eHelp Desk system once your ticket has been received to the **Ticket Pool**.

From: IT Services Help Desk
To: Your.Name@student.ufv.ca
Cc:
Date: 04/12/10 08:31 am
Subject: Your Inquiry has been Received : Ticket # 594
Attachments:

Subject: Cannot see my Student E-mail
Ticket Number: 594

This e-mail is an automated notification. Please do not reply to this message.
To make inquiries or to provide additional information pertaining to the above request, please view/update the ticket by logging into the link below.

<http://elk.ufv.ca:8080/ehelpdesk/ticket/edit2.gml?tid=594&smtl=true>

In the event the issue reported is an IT emergency, please telephone Help Desk immediately and quote this ticket number.

Thank you,
UFV IT Services Help Desk
604-864-4610
helpdesk.its@ufv.ca
<http://ehelpdesk.ufv.ca>

The Help Desk staff review each ticket that enters the **Ticket Pool**. They will follow up with the requester if additional information is required, update and then assign the ticket to the appropriate technician.

Viewing Open Tickets

The screenshot shows the eHelp Desk interface with a green header. The header includes the University of Fraser Valley logo, the user's name 'Your Name', a 'Control Panel' link, and the date 'April 12, 2010'. Below the header is a navigation bar with 'Alerts' and 'Welcome to IT Services eHelp Desk'. The main content area shows 'Owned by me (2)' and a 'Ticket List' table. The table has columns for Priority, Ticket #, Location, Subject, Category Option, Assignment, Status, and Created. Two tickets are listed: Ticket # 595 (Abbotsford King Campus, Flickering Display) and Ticket # 594 (Off Campus, Cannot see my Student ...). A blue arrow points to the 'Show closed' checkbox, which is unchecked, with the text 'Click to view closed tickets in the list too' above it. The footer shows 'Page 1 / 1', 'Ticket List showing your open tickets', '10 rows/page', and 'Records [1 - 2] / 2'.

Priority	Ticket #	Location	Subject	Category Option	Assignment	Status	Created
High	595	Abbotsford King Campus	Flickering Display	Monitor	Your Name	Assigned	Apr 12, 2010 9:53 AM
Low	594	Off Campus	Cannot see my Student ...	myUFV/Luminus	Your Name	Assigned	Apr 12, 2010 8:29 AM

Open tickets will be displayed as a list on your **My Tickets** screen.

Check tickets **Export:** Excel | PDF Show closed

Priority	Ticket #	Location	Subject	Ca
	595	Abbotsford King Campus	Flickering Display	M
	594	Off Campus	Cannot see my Student ...	d

Apr 12, 2010 - Your Name

Submitted by: Your Name

Subject : Cannot see my Student E-mail

Note : No mailbox showing in myUFV

Hold the mouse cursor over the subject of a ticket in the **Ticket List** to pop up the quick view of the ticket

Clicking on any part of a ticket in the **Ticket List** will open a full view of the ticket in a new window.

Ticket # : 594 Submitted by : Your Name

Created : Apr 12, 2010 8:29 AM Modified : Apr 12, 2010 8:31 AM

The **top of the ticket** contains the **Ticket #**, **Created** date, **Submitted by**, and when it was last **Modified**. The **PDF** button will create a copy of the ticket suitable for saving or printing.

Received a phone call

Placed a phone call

Use the **Add comment** button or the drop-down arrow beside it to add update information to the ticket.

Clicking on any of the 3 choices above will result in a new window for your comment or question.

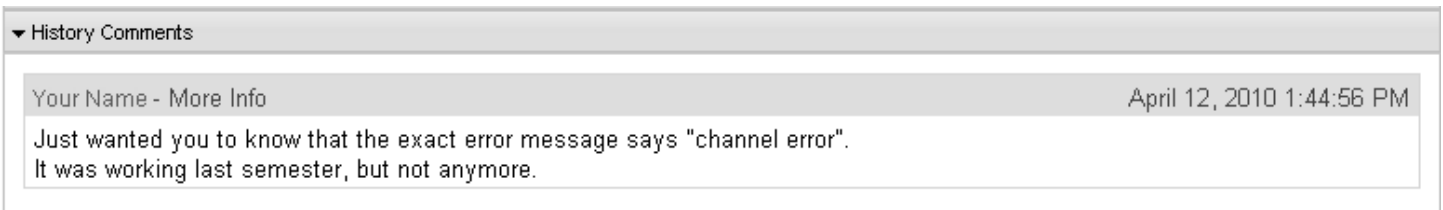
Subject :

Note :

Attachment(s) :

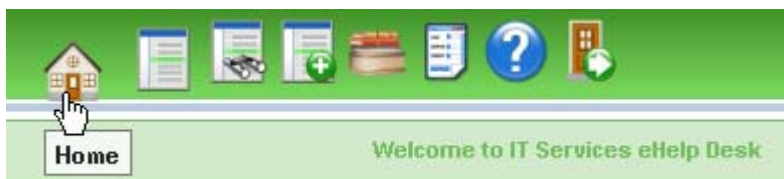
CC :

Add a **Subject** and your comment or question to the **Note** field. You may add an attachment and you may send a copy of this comment to anyone else by adding a valid e-mail address to the **CC:** field. Separate multiple addresses with a semi-colon (;).



The comment will be added to the ticket in the **History Comments** section with your name and the date/time you added the comment. The comment will also be automatically sent to the assigned technician's mailbox so they know an update has been made to this ticket.

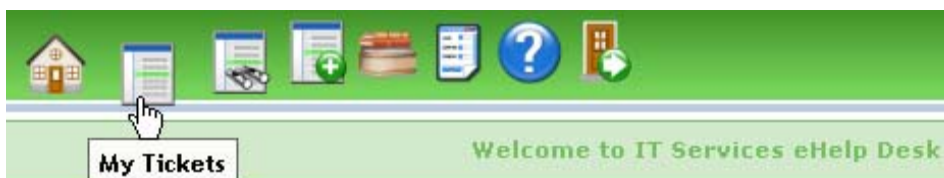
Communication with the assigned technician should be done by adding comments to the ticket rather than by e-mail so that there is a record within the ticket that may be viewed by Help Desk staff. In the event your assigned technician becomes unavailable or has a larger workload than another tech, your ticket may be re-assigned in order to reach a resolution more quickly. The new technician should be able to get up to speed quickly if previous communications are saved in the ticket **History Comments**.



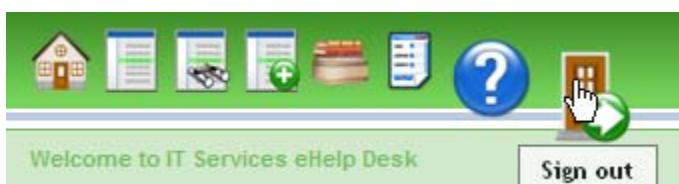
Visit the IT Services web site by clicking on the **Home** icon



View answers to common questions by clicking on the **Knowledgebase** icon



Get back to viewing your ticket list by clicking on the **My Tickets** icon



Leave eHelp Desk and log out of your account by clicking on the **Sign Out** icon