

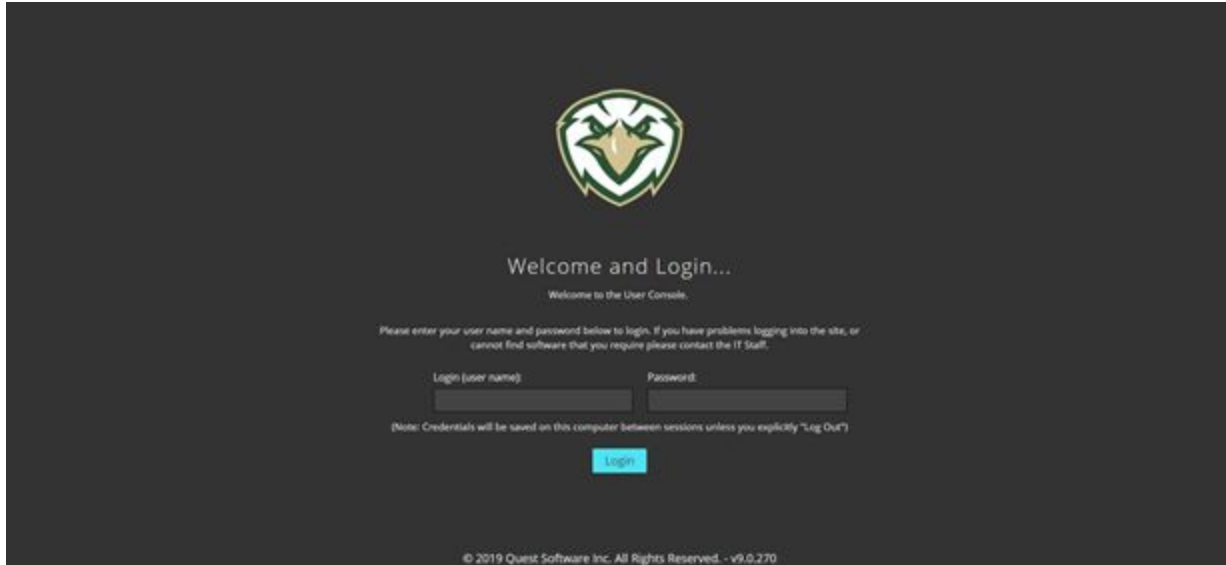
New Service Desk

Date: 8-14-2019

Sections: Signing in - Homepage Overview - Creating a Ticket

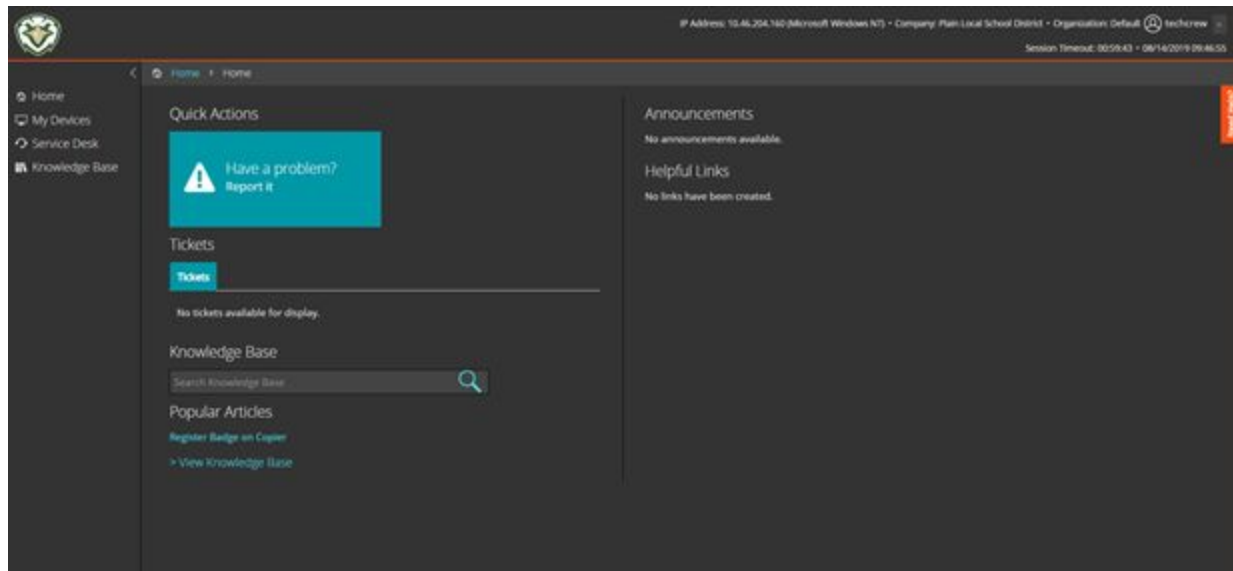
Signing in

Go to servicedesk.plainlocal.org and sign in with the same credentials as you use to sign in to your computer.



The screenshot shows a login page with a dark background. At the top center is a logo featuring a stylized green and gold bird or eagle head. Below the logo, the text reads "Welcome and Login..." followed by "Welcome to the User Console." A small note asks the user to enter their username and password, and provides contact information for IT staff if there are login issues. There are two input fields: "Login (user name):" and "Password:". Below these fields is a note: "(Note: Credentials will be saved on this computer between sessions unless you explicitly 'Log Out')". A blue "Login" button is positioned below the note. At the bottom of the page, the copyright information reads: "© 2019 Quest Software Inc. All Rights Reserved. - v9.0.270".

Homepage Overview



Home – Shows a quick overview of the options available to you.

Any open tickets will show under the “Tickets” section on this page.

You can search for tutorials and walkthroughs in the “Knowledge Base” Section.

Announcements that affect certain schools or the entire district will be posted in this location. Please look here before putting in a ticket to see if the Tech Dept. is already aware of a major issue. If you don’t see an announcement for a major issue, don’t be afraid to put in a ticket. We may not be aware of it yet.

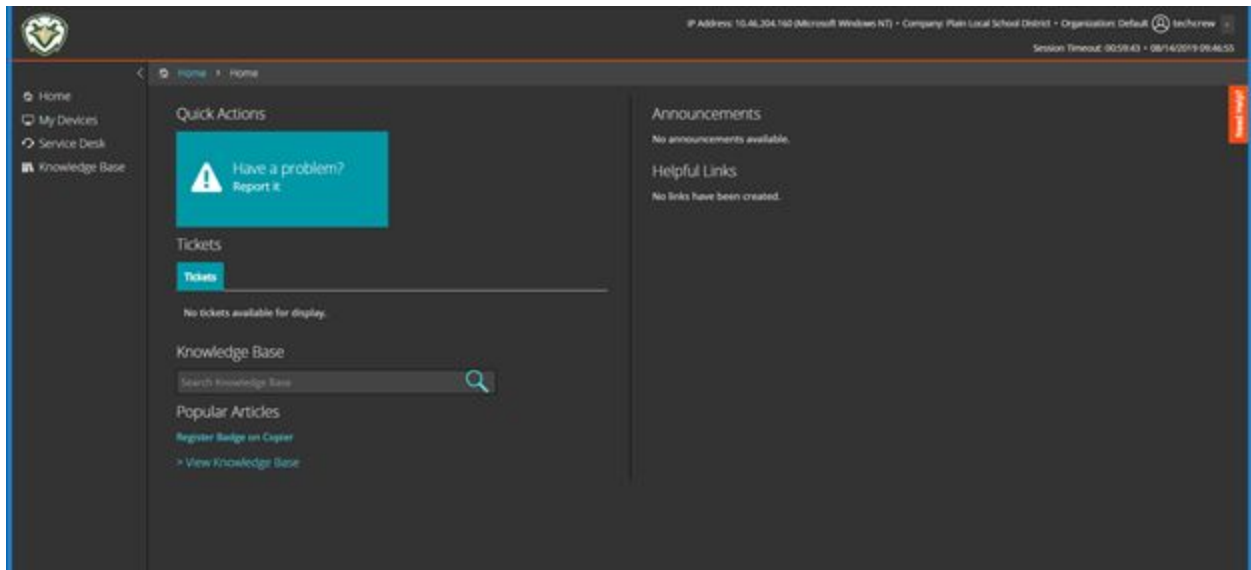
My Devices – This tab is used to show the devices that are associated with you. These devices will be available when putting in tickets under “Affected Devices.” This will be updated throughout the year as inventory is updated by the Tech Department.

Service Desk – This section is where you can create a ticket. See directions below for “Creating a Ticket.” This will also show you all of your tickets.

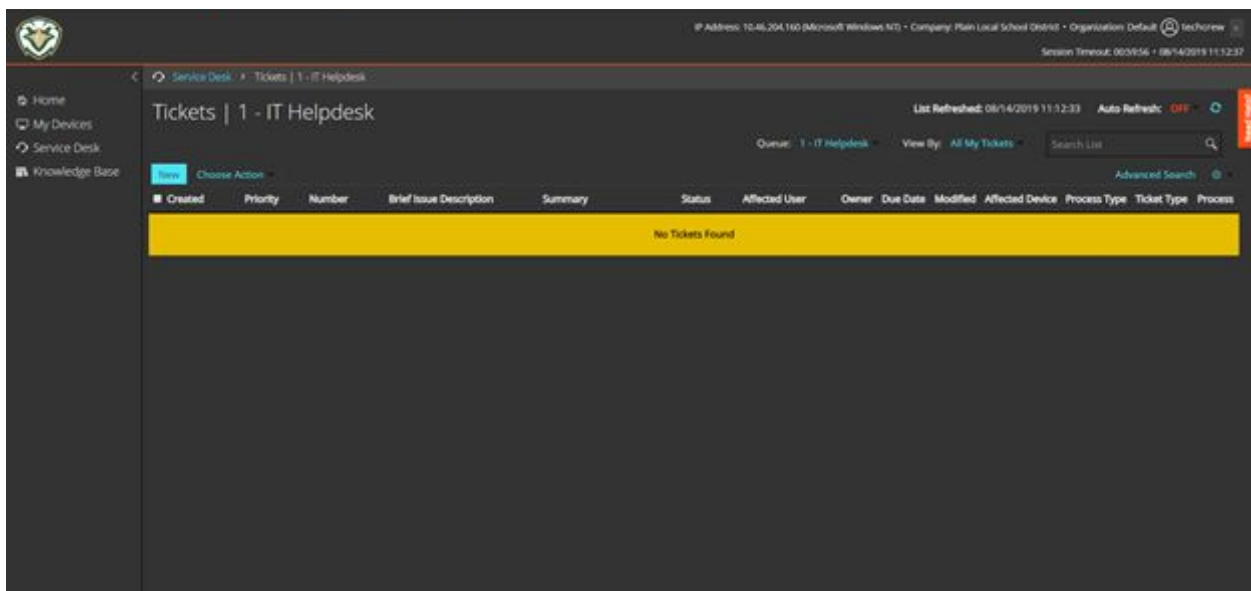
Knowledge Base – This section will be updated with articles and instructions for common issues. Check back periodically as we will be updating this section frequently.

Creating a new ticket

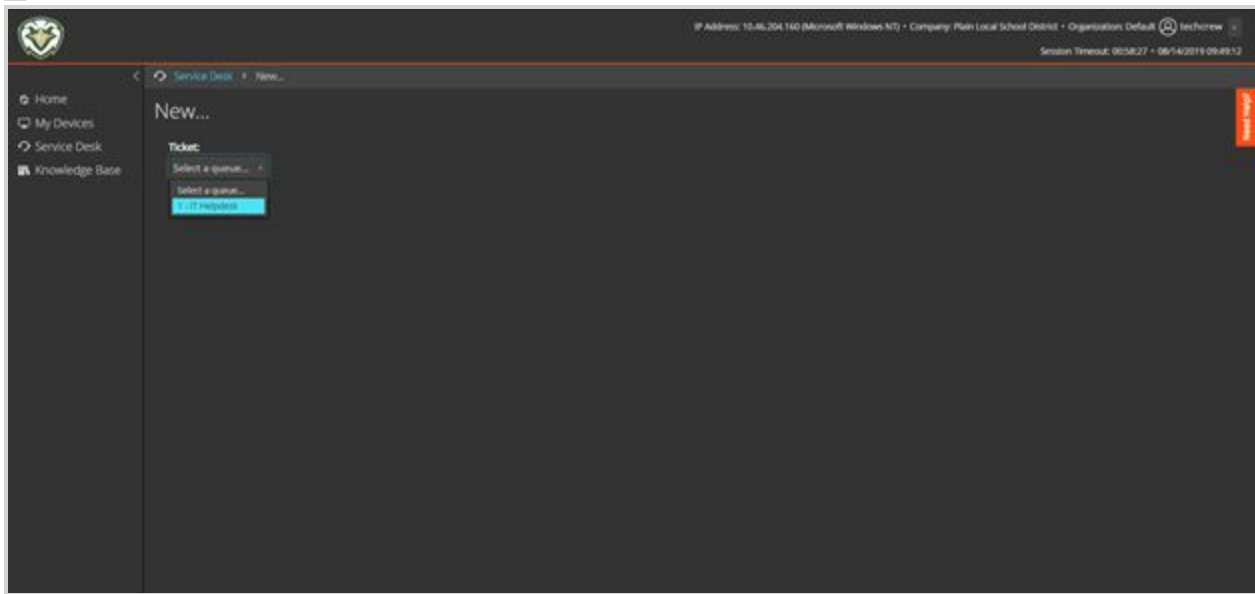
1. After logging in, click on the Quick Actions button for “Have a Problem? Report it.” You can also click on “Service Desk” on the left.



**If you click on the “Service Desk” button on the right, you will need to click on the “New” highlighted in blue below.

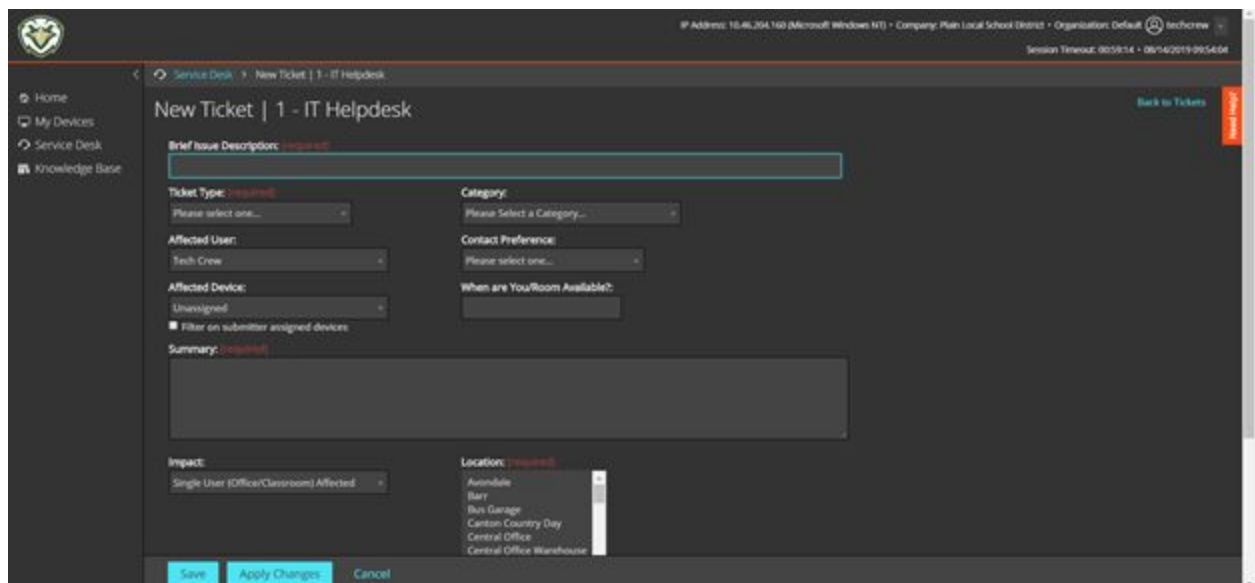


2. Click on “Select a queue” and select “1 – IT Helpdesk”

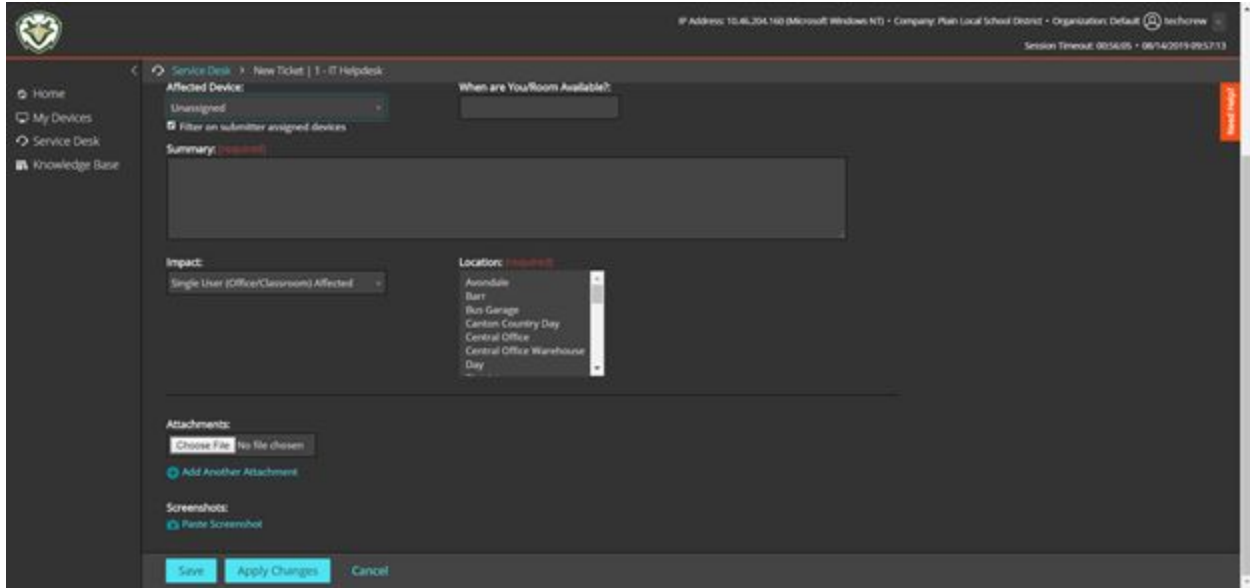


The screenshot shows the 'New...' form in the Service Desk interface. The 'Ticket' dropdown menu is open, showing the option '1 - IT Helpdesk' selected. The interface includes a navigation sidebar on the left with options like Home, My Devices, Service Desk, and Knowledge Base. The top right corner displays the user's IP address, company name (Plain Local School District), and session timeout information.

3. Fill out the form to the best of your ability. There are 4 required fields – “Brief Issue Description,” “Ticket Type,” “Summary,” and “Location.” At the bottom of the form, you have the ability to attach a file or paste a screenshot. Screenshots are always helpful when you have an error on your screen.



The screenshot shows the 'New Ticket | 1 - IT Helpdesk' form. The 'Brief Issue Description' field is filled with a large text area. The 'Ticket Type' dropdown is set to 'Tech Crew'. The 'Category' dropdown is set to 'Please Select a Category...'. The 'Affected User' dropdown is set to 'Tech Crew'. The 'Affected Device' dropdown is set to 'Unassigned'. The 'Summary' field is filled with a large text area. The 'Impact' dropdown is set to 'Single User (Office/Classroom) Affected'. The 'Location' dropdown is open, showing options like 'Automobile', 'Bar', 'Bus Garage', 'Canton Country Day', 'Central Office', and 'Central Office Warehouse'. The 'When are You/Room Available?' field is empty. At the bottom, there are buttons for 'Save', 'Apply Changes', and 'Cancel'.



If you click the “Paste Screenshot” button, it will give you directions as pictured in the below screenshot.

