

How to Submit a Helpdesk Request Online

This help aid will walk through the online work order submission process for Helpdesk requests. Please note that Online Helpdesk requests may **only be entered from a PC on campus** and the process is the same from an office or classroom PC, but the link may have a different name under favorites.

Logon to any computer on campus and open Internet Explorer. From the **Favorites** menu, select the **Stark State College Online Helpdesk** folder, and click the **Online Helpdesk** link (reference figure 1).

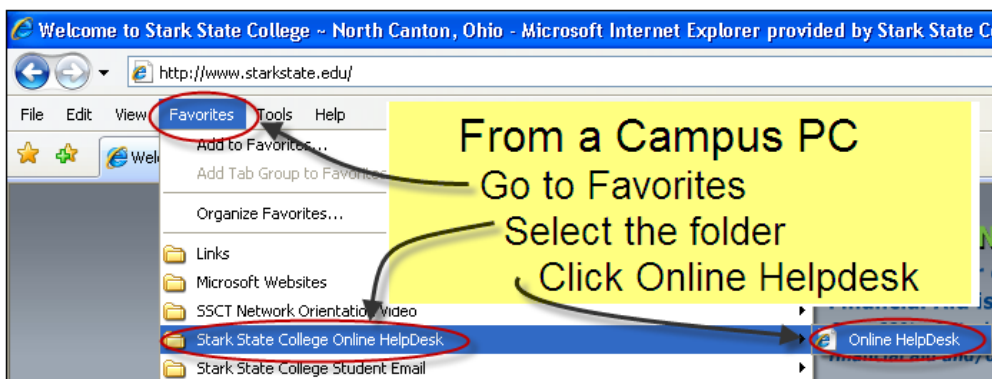


Figure 1

You will be automatically logged into the **Online Helpdesk** system. Once logged in, click the **Add Work Order** button (circled in red, reference figure 2).

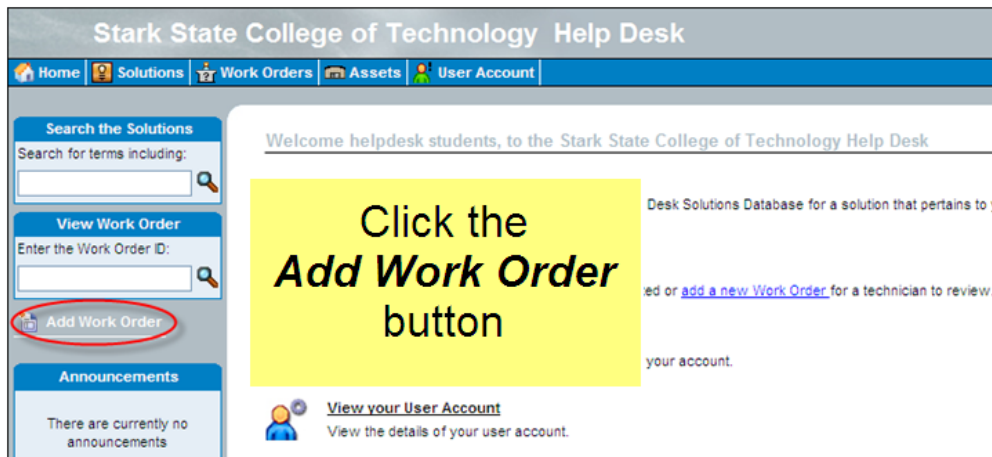


Figure 2

On the **Work Order Request** page, fill in the form with details of the problem you are experiencing (reference figure 3).

Helpful Hints: Be as detailed and specific as you can about the problem. Include the following information:

What you were doing when the problem occurred?

How long has the problem been occurring?

What program were you using when the problem occurred?

If applicable, include the classroom or office room number.

If applicable, include the number of the computer experiencing the issue (the PC number will be on a sticker on the front of the tower).

Stark State College of Technology Help Desk

Home Solutions Work Orders Assets User Account

Search the Solutions
Search for terms including:

View Work Order
Enter the Work Order ID:

Add Work Order

Announcements
There are currently no announcements

Work Order REQUEST

Fill this form out as completely as possible. When you submit this Work Order you will receive a confirmation number.

[Back to Your Work Orders](#)

Room Number or Location: (*)
1 classroom or office room number

Summary (*)
2 describe problem

Call Back Number (*)
3 number where you may be contacted

Priority (*)
4 see criteria below

Type (*)
5 department/group that would resolve the issue

Notes (*)
6 detailed description of the problem that is occurring - see hints above

Attachment:
Browse... 7 Submit

(*) Denotes a required field.

Figure 3

1. **Summary** box– Write a descriptive but short summary of your problem.
2. **Room Number or Location** box– Supply the room number where the issue is occurring.
3. **Call back number** box– Supply an extension or phone number you can be reached at if more information is required.
4. **Priority** box– Notes the urgency of the issue. There are three types:

ASAP (As Soon As Possible) is the highest priority level assigned, and must meet at least one of the following criteria:

- More than 3 users are currently affected
- The computing resource does not function as installed
- User cannot perform critical task
- No temporary work around is available

High is the second highest priority level assigned and must meet at least one of the following criteria:

- Limited users are affected
- The computing resource is available but performance is degraded or it is very difficult to use
- A temporary work around is available
- Use has reduced functionality, but it is not critical

Normal is the third highest priority (default) and must meet at least one of the following criteria:

- One user is affected
- The computing resource is available and functioning but not as intended when installed

5. **Type** box – The department/group that would resolve the issue. (If not sure, enter **Help Desk (General)**).

6. **Notes** box– A detailed description of the problem that is occurring.

7. After you have finished filling out the form, click the **Submit** button.

Once the order has been submitted you will be shown the work order summary page. This page includes the work order number, status, and technician assigned (reference figure 4).

The screenshot shows the Stark State College of Technology Help Desk interface. The page title is "Stark State College of Technology Help Desk". The navigation bar includes "Home", "Solutions", "Work Orders", "Assets", and "User Account". On the left, there are sections for "Search the Solutions" and "View Work Order". The main content area displays a "Request Confirmation" message: "Your request has been successfully submitted." Below this, the "Work Order Number: 46183" and "Summary: Generic Test" are shown. A detailed summary table follows:

| | |
|---------------------------|---|
| ID: | 46183 |
| Summary: | Generic Test |
| Type: | Miscellaneous |
| Requestor: | helodesk students |
| Call Back Number: | x 4357 |
| Date Entered: | 6/29/2009 2:06 PM |
| Priority: | Normal-8 Hour Response |
| Expected Completion Date: | |
| Assigned Technician: | helpuser1 |
| Date Assigned: | 6/29/2009 2:06 PM |
| Date Completed: | |
| Notes: | 6/29/2009 2:06 PM by STARKSTATE\helpdeskstu - This is a test. |
| Resolution: | |
| Status: | Open |
| Asset: | |

At the bottom, it states "No File Attachments Found." with an "Add an attachment" link.

Figure 4

When you are finished reviewing your submitted work order, you may logout of the system by clicking the **Sign Out** button in the upper right corner (reference figure 5).



Figure 5

This concludes submitting an online Helpdesk request.