

Using the Web Help Desk System for Problem Reporting and Tracking

The Antioch Information Technology Services (ITS) Department uses a problem-tracking tool called "Web Help Desk". The Web Help Desk allows us to keep track of problems requiring resolution, and it will keep you informed of our progress by e-mail.

If you encounter technical problems, please log them in Web Help Desk. After you have done so, you will receive automatically generated messages about the problem. It would be a good idea to keep these messages until the problem is resolved. It would also be a good idea to refer to problems logged by the ticket number that appears on these automated messages. There is no need to keep these messages once the problem is resolved, because Web Help Desk will keep them for you.


To access the Web Help Desk

You can get to Web Help Desk by going to the following web link:

<http://helpdesk.antioch.edu>

Here is what you will see:



 This system is used solely for reporting and tracking technological and computer-related issues to the Antioch Information Technology Services (ITS) Help Desk. This service is provided only for Antioch staff, faculty, and students.

To login, enter your e-mail address as it appears in First Class (e.g.: "jdoe@mcgregor.edu" or "jdoe@antioch-college.edu). This system accepts only e-mail addresses that end in "@mcgregor.edu", "@antioch-college.edu", and "@antioch.edu".

If you have never used Web Help Desk before, click the "Forgot Password" button. You will be prompted for your First Class e-mail address. Your password will be sent to your Antioch First Class e-mail mailbox.

If the "Forgot Password" process tells you that you do not have a Web Help Desk account, you can create a new one by going back to <http://helpdesk.antioch.edu> and clicking the "New Account" button. You can create your own account, but only if your e-mail address ends in "@mcgregor.edu", "@antioch-college.edu", and "@antioch.edu".

If you are in need of additional assistance, please call us at (937) 769-1294 or send an e-mail message to helpdesk@antioch.edu

Login


E-Mail Address

Password

- We ran a batch process to import as many staff, faculty, and students as possible before making this system available. You can get started using Web Help Desk right away with no problem by simply following the "Forgot Password" instructions, as described in the next step.
- If you have forgotten your password, click the "Forgot Password" button. No need to put in the E-Mail Address yet--you'll be prompted for it on the next screen that comes up. It looks like this:



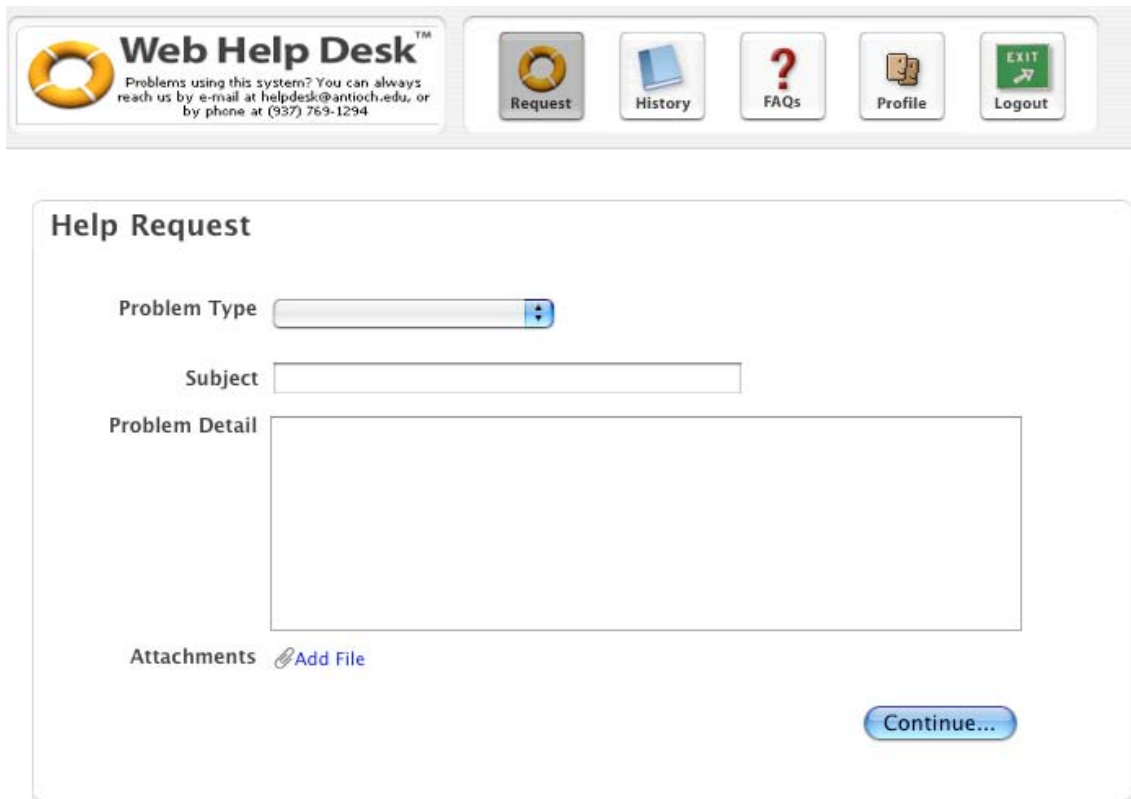
Password Help

 Please provide your e-mail address as it appears in First Class (e.g.: jdoe@antioch.edu)

E-Mail Address

- Just type your First Class Internet e-mail address (e.g.: psmith@antiochseattle.edu or bob_johnson@antiochseattle.edu) in the box and click "Submit". Your password will be e-mailed to you at that address.
- Open the e-mail message you just received from Web Help Desk and return to the login page in your browser. Login with the information provided in that message.
- **If Web Help Desk tells you that you do not have an account, you can easily create your own. Please see the instructions for creating your own account at the bottom of this document.**

When you login, here is what you'll see:



The screenshot shows the Web Help Desk interface. At the top, there is a navigation bar with five icons: Request (a yellow circle with a white center), History (a blue book icon), FAQs (a red question mark icon), Profile (a brown folder icon), and Logout (a green square with a white arrow pointing right). Below the navigation bar is a form titled "Help Request". The form has three main sections: "Problem Type" with a dropdown menu, "Subject" with a text input field, and "Problem Detail" with a large text area. Below the text area is an "Attachments" section with a link to "Add File". At the bottom right of the form is a blue "Continue..." button.

As you can see in the top of the screen above, you have five main choices available to you:

- Request Help
- Help History
- FAQ Viewer
- User Profile
- Logout

Let's take a look at "User Profile" on the far right. You can set your password to something a little easier to remember here.

"Help History" shows the tickets you have logged previously (not very helpful on your first visit, but it will be eventually).

"FAQ Viewer" is a very handy tool. We will be posting the most "Frequently Asked Questions" here. Let's say you had a question about passwords. Here is a screen capture of a request for Frequently Asked Questions about passwords:

Frequently Asked Questions

Model: Contains: Category: **No. - Category****Question | Answer****Download**1 - Mac •
First
Class
client**Q:** I have downloaded the First Class client and installed, but when I try to login, I am notified that my password or userid is wrong. I am certain that I am typing them in correctly. Why can't I login?**A:** On the login screen, click on "Setup" in the top right corner. In the window that pops up, make sure that it says "fc.antioch.edu" (without the quotation marks) in the "Server" tab.

Rating:



(0 votes)

Let's look at "Request Help",

1. What's the Problem?

Problem Type Subject Problem Detail

If you look at the screen above, you'll see that it starts out by asking you "What's the Problem?" This is where you should log technical problems while you are monitoring the labs. You can log as many as needed during a shift.

Click on the "Problem Type" drop-down arrow. Choose the problem type that most closely matches your problem. If you're not sure, just choose "Other" and we'll correct it later. This is a required field.

Another pull-down will appear to the right of "Problem Type". Please choose the most correct sub-type. This field is also required. Again, if you're not sure, just choose "Other".

In "Subject", just type in a brief synopsis of the problem, as though it were the subject of an e-mail message (because it actually is). In "Problem Detail", give us some more information about the problem. Tell us where to find the equipment in question—provide as many specifics as possible. What exactly is wrong? Under what circumstances does it happen? Leave as much information as you can to help us help you that much faster. Include any error messages you have gotten about the problem. Very important: Include the workstation number for any computer problem you are reporting.

Click on the "Continue" button.

You will be asked for "Model and Location"—do not worry about this yet. We will add this feature later. For now, just click on "Save".

You will then see a screen that confirms your ticket, and lets you know that an e-mail message is on its way to you with the ticket number and particulars.

You can then click the "Log Out" button at the bottom of the screen if you like. If you don't log out on your own, you'll be logged out after fifteen minutes of inactivity.

QUESTIONS and ANSWERS about Web Help Desk

Q: I can't login to Web Help Desk and therefore log my own tickets. What do I do?

A: Click on "Forgot Password" and enter your First Class e-mail address. Your password will be sent to your First Class mailbox. This will not work with non-Antioch addresses.

If you don't receive your password or you still can't login to WHD, you can report the problem by sending an email to helpdesk@antioch.edu. In the future we will have a 1-800 number that you can call.

Q: Why are we using Web Help Desk?

A: Because the Help Desk is inundated with calls every day, we need to track those calls to make sure that none "slip through the cracks". We also want to be sure you are kept abreast of the status of any problems you have logged—by automating notification of status changes by e-mail, we will know that you are being notified. Web Help Desk will also help us track trends and plan for future training opportunities.

Q: Why did ITS choose this specific product?

A: There are many reasons, but the primary reasons are that the product is extremely easy to use, and because the web interface can be accessed by any computer running a java-compatible browser (regardless of operating system).

Any other questions? Please contact the Help Desk:

* helpdesk@antioch.edu

Creating Your Own Web Help Desk Account

INTRODUCTION

Did you know that you can use Web Help Desk to create your own account? You can, and it will be available for you immediately.

REQUIRED

- Java-capable web browser
- An e-mail account with an Antioch domain, such as epunchclock@mcgregor.edu

PROCEDURE

- Go to the Web Help Desk home page:

<http://helpdesk.antioch.edu>

- Once the page loads, click on the "New Account" button on the bottom of the page as shown:

If you are in need of additional assistance, please call us at (503) 707-1294 or send an e-mail message to helpdesk@antioch.edu

Login

E-Mail Address

Password

Login



- The account creation window will open. Fill out the form the way McGregor student Eddie Punchclock did below (using your own information in place of Eddie's, of course):
(NOTE: Web Help Desk will *only* accept your Antioch Internet-style e-mail address)

- You do not have to provide a phone number, but if you do, it will not be released outside Antioch)



New Account

First Name	<input type="text" value="Eddie"/>
Last Name	<input type="text" value="Punchclock"/>
E-Mail*	<input type="text" value="epunchclock@mcgregor.ec"/>
Phone	<input type="text" value="(937) 769-1294"/>
Phone 2	<input type="text"/>
Location	<input type="text" value="Student-McGregor"/>
Department	<input type="text" value="McGregor"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

- Click the "Submit" button
- Your account will have been created, and now you can log the problem ticket, as shown:

Web Help Desk
Problems using this system? You can always reach us by e-mail at helpdesk@mcgregor.edu or by phone at (303) 763-2594

[Request](#) [History](#) [FAQ](#) [Profile](#) [Logout](#)

i Your account was added successfully. An e-mail has been sent to epunchlock@mcgregor.edu.

[OK](#)

Help Request

Problem Type:

Subject:

Problem Detail:

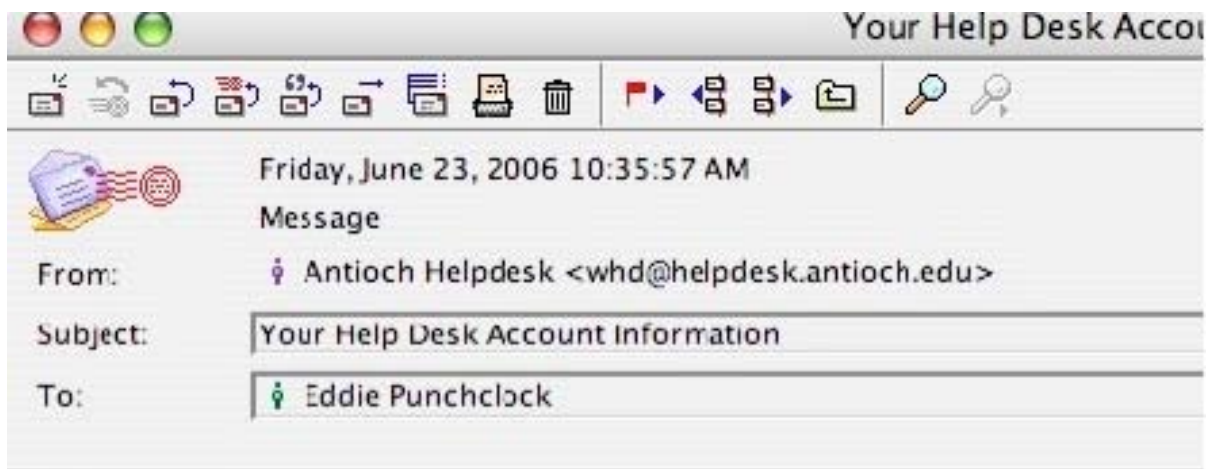
Carbon Copy (Cc): Enabled

Attachments: [Add File](#)

[Continue...](#)

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- Log the help desk ticket.
- You will receive an e-mail message in your First Class inbox with your username and password for Web Help Desk. We recommend that you keep it for future reference:



Hello Eddie,

A new help desk account has been created for you at

<http://helpdesk.antioch.edu>

You may log in with the following:

Login ID: epunchclock@mcgregor.ecu

Password: password

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Do you need help with a computer-related issue? Please contact the Help Desk rather than an individual within ITS:

- * <http://helpdesk.antioch.edu>
- * First Class user: Antioch Helpdesk
- * helpdesk@antioch.edu
- * PBX 1294 (937-769-1294)