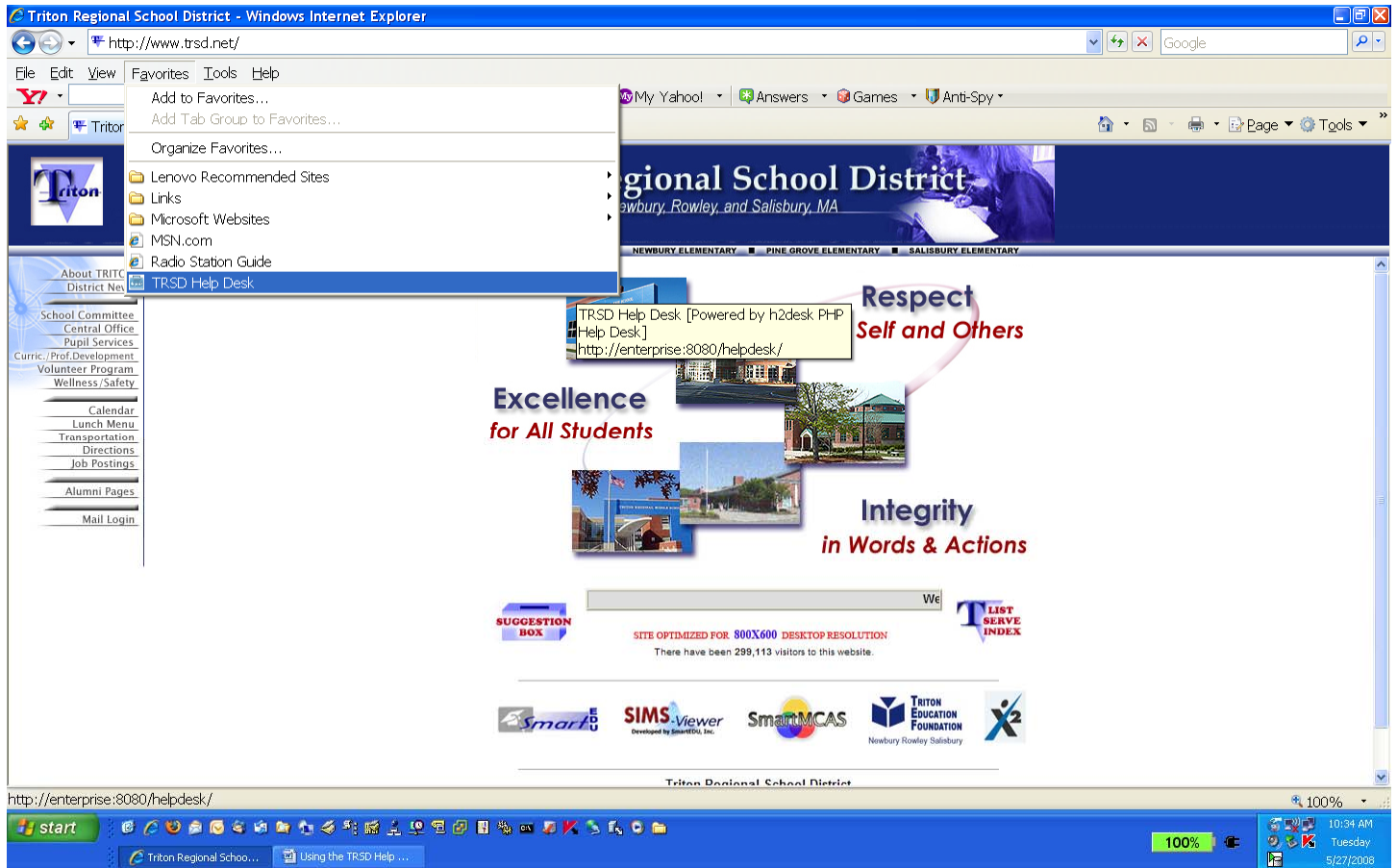


# Using the TRSD Help Desk

**IMPORTANT NOTE:** The Help Desk is **NOT** accessible from outside the TRSD school network.

You access the TRSD Help Desk with a web browser. There are several ways to access the Help Desk.

**Internet Explorer Favorites:** Click on Favorites, then Click on TRSD Help Desk:



*(Insert screen shot of Triton.info page and information)*

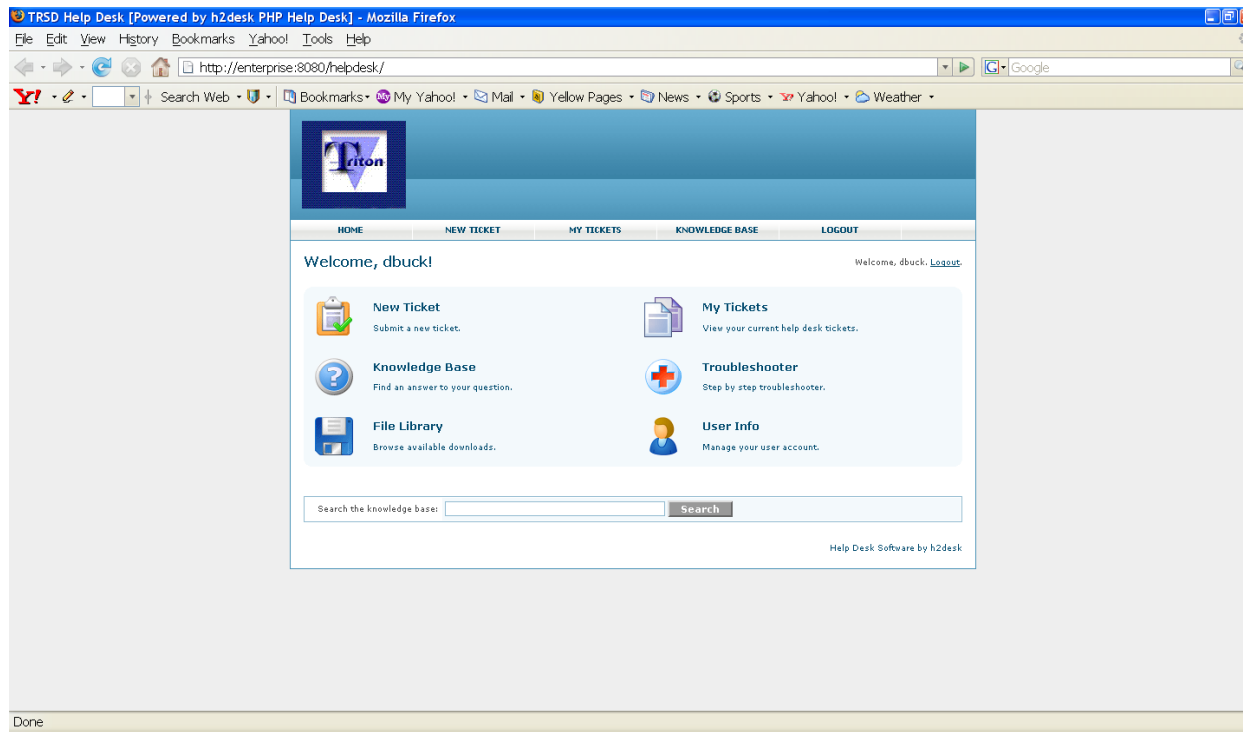
Or

**Access the website directly:** If you do not have the Favorite, the website address is <http://enterprise:8080/helpdesk/>.

If you would like to create a Desktop Shortcut to the Help Desk, please see the last page of this document.

Once the Help Desk site has been accessed, you will be automatically logged into the system.

# Help Desk Home Screen:



**New Ticket:** Click here to create a new Help Desk ticket.

**My Tickets:** Click here to view your open Help Desk tickets.

**Knowledge Base:** Click here to search the Help Desk Knowledge Base.

**Troubleshooter:** Not Used (*future enhancement*)

**File Library:** Click here to download a file when instructed by Help Desk staff.

**User Info:** Click here to view/update your user info. **NOTE:** Do not change your password here!

**IMPORTANT NOTE:** **NEVER** use the **Logout** link. To logout, simply close your web browser.

If you have a problem with the system, close your web browser and try again.

# Creating a New Ticket

From the **Home** screen, click the **New Ticket** button:

HOME NEW TICKET MY TICKETS KNOWLEDGE BASE LOGOUT

## Create Ticket

Welcome, dbuck. [Logout.](#)

Please select the department you wish to dispatch this ticket to.

- PC / Printer - Central Office**  
Enter All PC Hardware, Software, and Printer Problems Here
- PC / Printer - High School**  
Enter All PC Hardware, Software, and Printer Problems Here
- PC / Printer - Middle School**  
Enter All PC Hardware, Software, and Printer Problems Here
- PC / Printer - Newbury**  
Enter All PC Hardware, Software, and Printer Problems Here
- PC / Printer - PineGrove**  
Enter All PC Hardware, Software, and Printer Problems Here
- PC / Printer - Salisbury**  
Enter All PC Hardware, Software, and Printer Problems Here
- X2**  
Enter All X2 Issues/Requests Here
- Networks / Login**  
Enter All PC Network / Login Issues/Requests Here
- Telecommunications / Access Control System**  
Enter All Telephone / Access Control - Related Issues/Requests Here
- Payroll / Accounting**  
Enter All Payroll / Accounting Issues/Requests Here
- New Equipment Request**  
Enter All New Equipment Requests Here
- Misc / Other**  
Only use this category if no others match your request

[Next >>](#)

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Click the appropriate department for your Help Desk request.

Click the **Next** button.

HOME NEW TICKET MY TICKETS KNOWLEDGE BASE LOGOUT

## Create Ticket

Welcome, d buck. [Logout](#)

Please fill out the form below to create your ticket.

**New Ticket** Denotes a required field.

CC:  (separate by a space)

**Message**

Priority: Normal

Subject: I need a new mouse

Message: [Rich editor...](#)  
My mouse does not seem to work.

There are possible knowledge base entries that match your question. Please review them before submitting your ticket.

[VM Directory Listing](#)

**Additional Information**

Attach:  [Browse...](#)

SCHOOL LOCATION: THS

(Required)

ROOM NUMBER (Required): L-110A

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**CC:** (Optional): Enter an email address here if you would like someone to get a copy of the Help Desk ticket emailed to them.

**Priority:** Choose Normal or High. Most tickets should be entered as Normal. Only use High when creating a ticket related to a major systems issue.

**Subject:** Like an email, enter the Subject of your ticket here.

**Message:** Like an email, enter the information pertinent to your problem/request here. Please be brief, but concise.

**NOTE:** While you are typing, you may receive a notification telling you that an entry in the knowledge base may match your question. Feel free to utilize this feature to help you solve the problem yourself.

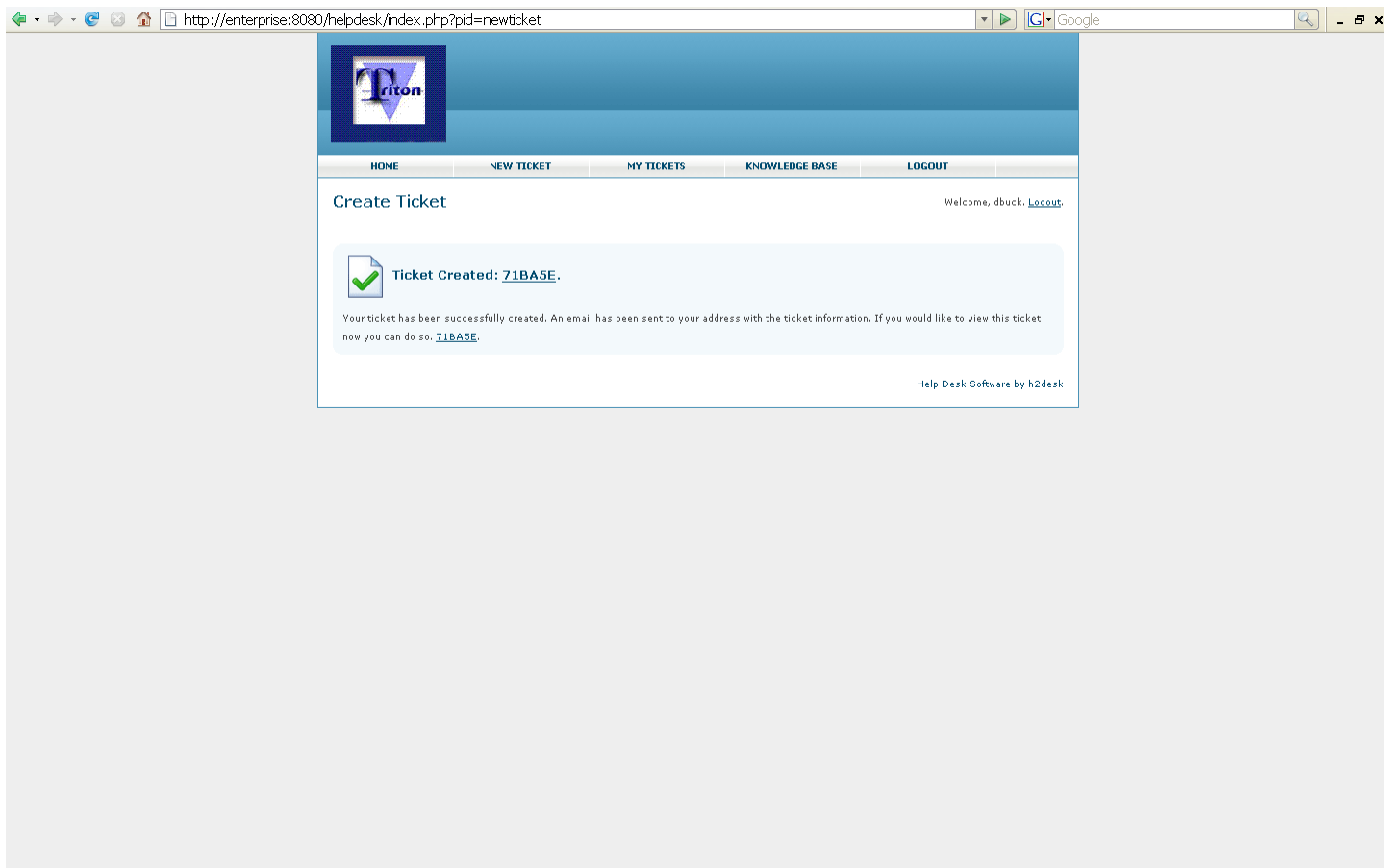
**Attach** (Optional): You may attach a screen shot, etc, if desired.

**School Location** (Required): Please choose your location from the drop down list.

**Room Number** (Required): Enter a Room Number, or "None" if it is not applicable to your problem/request.

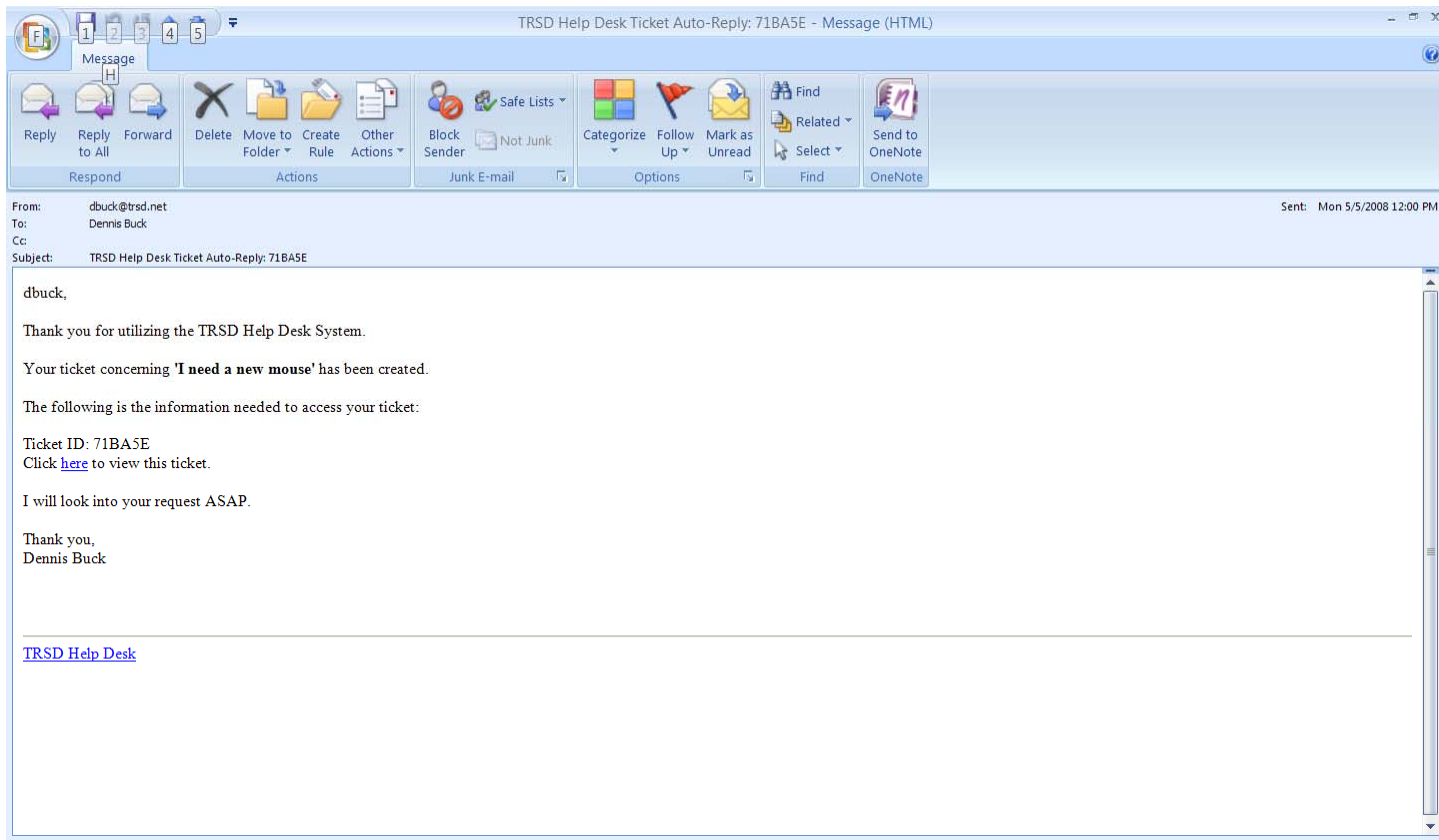
**Create:** Click this button when finished.

The Ticket Confirmation screen will appear:



When finished creating a ticket, close your web browser. **Do Not** use the Logout link.

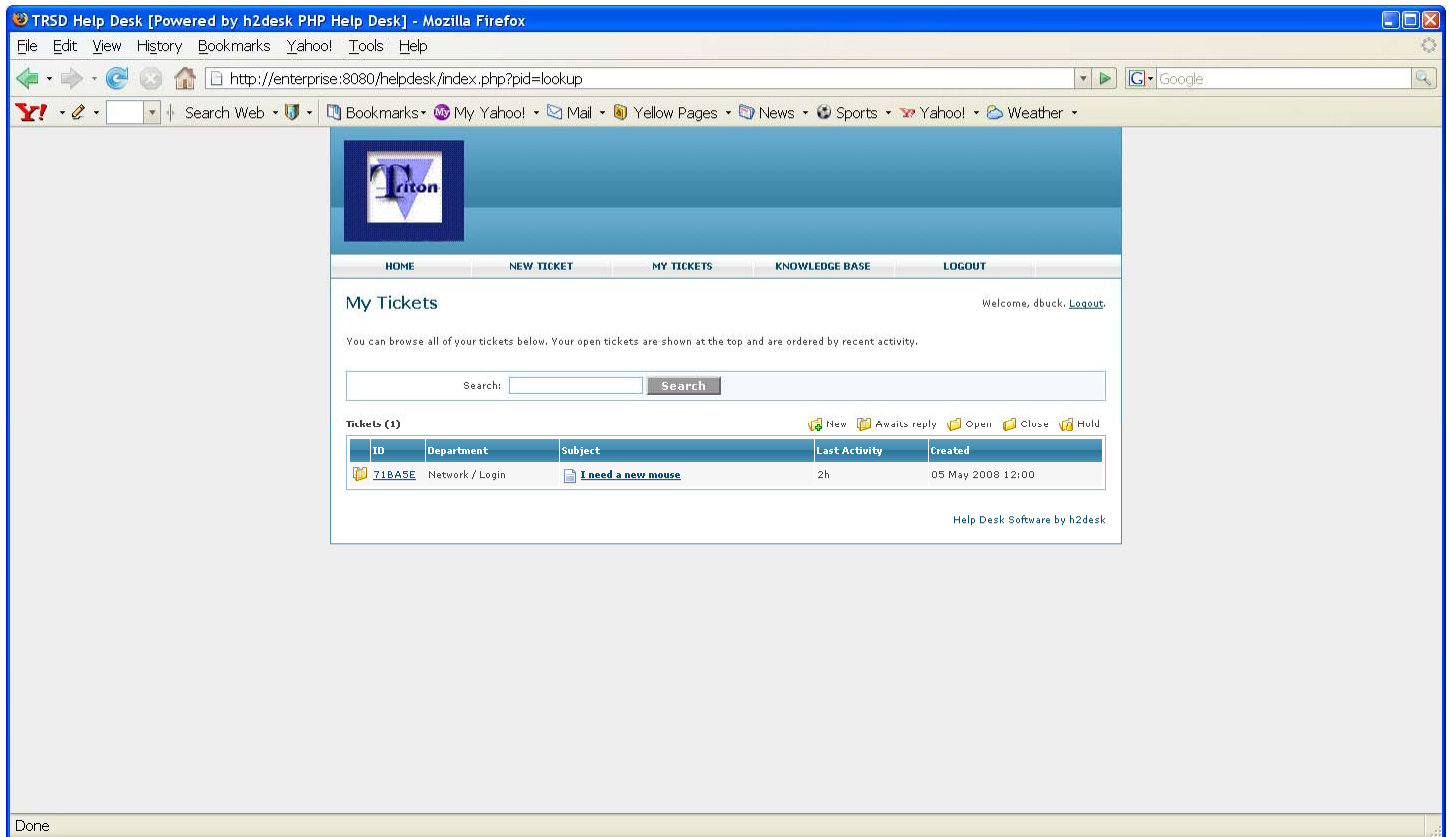
You will receive an email to your trsd.net account confirming your ticket was created:



This email contains a summary of the ticket you created. You can view the ticket and make any changes by clicking the link from inside the email.

## Viewing Updates to Existing Help Desk Tickets

To view your existing tickets, click the **My Tickets** button on the **Home** screen:



The screenshot shows a web browser window titled "TRSD Help Desk [Powered by h2desk PHP Help Desk] - Mozilla Firefox". The address bar shows the URL "http://enterprise:8080/helpdesk/index.php?pid=lookup". The browser's menu bar includes File, Edit, View, History, Bookmarks, Yahoo!, Tools, and Help. The toolbar contains various icons for navigation and search. The main content area displays the "My Tickets" page, which includes a navigation menu with options: HOME, NEW TICKET, MY TICKETS (selected), KNOWLEDGE BASE, and LOGOUT. Below the navigation menu, there is a "My Tickets" section with a welcome message "Welcome, d buck. [Logout](#)." and a sub-header "You can browse all of your tickets below. Your open tickets are shown at the top and are ordered by recent activity." A search bar is present with the text "Search:" and a "Search" button. Below the search bar, there is a "Tickets (1)" section with a table of tickets. The table has columns for ID, Department, Subject, Last Activity, and Created. The table contains one row with the following data: ID: ZIBASE, Department: Network / Login, Subject: I need a new mouse, Last Activity: 2h, Created: 05 May 2008 12:00. Above the table, there are icons for "New", "Awaiting reply", "Open", "Close", and "Hold". At the bottom right of the page, it says "Help Desk Software by h2desk".

ID	Department	Subject	Last Activity	Created
ZIBASE	Network / Login	I need a new mouse	2h	05 May 2008 12:00

Your currently open tickets will be displayed.

Click on a ticket to display its contents:

The screenshot shows a web browser window with the URL <http://enterprise:8080/helpdesk/index.php?pid=viewticket&id=71BASE>. The page features a blue header with the 'Triton' logo and navigation links: HOME, NEW TICKET, MY TICKETS, KNOWLEDGE BASE, and LOGOUT. The main content area is titled 'View Ticket' and includes a welcome message: 'Welcome, dbuck. [Logout](#)'. Below this are buttons for 'Reply', 'Details', and 'Print'. The ticket title is 'I need a new mouse'. A table displays the message details:

From	Message
dbuck <a href="mailto:dbuck@trsd.net">dbuck@trsd.net</a> IP: 10.1.1.156	Subject: I need a new mouse  My mouse does not seem to work.  Date: 05 May 2008 12:00

At the bottom right of the page, it says 'Help Desk Software by h2desk'.

When a ticket has been updated by an IT staff member, you will receive an email to your trsd.net account:

The screenshot shows an email client window titled 'New TRSD Help Desk Ticket Response: 71BASE - Message (HTML)'. The email header includes:

You made changes to another copy of this item. This is the most recent version. [Click here to see the other versions.](#)  
From: dbuck@trsd.net  
To: Dennis Buck  
Cc:  
Subject: New TRSD Help Desk Ticket Response: 71BASE  
Sent: Mon 5/5/2008 2:56 PM

The body of the email contains the following text:

-----Reply above this line-----  
dbuck,  
Your ticket concerning 'I need a new mouse' has been responded to.  
The following is the information needed to access your ticket, with the response below:  
Ticket ID: 71BASE  
Email: [dbuck@trsd.net](mailto:dbuck@trsd.net)  
Click [here](#) to view this ticket.  
**Response:**  
Mouse has been tested, and is dead.  
A new mouse was installed.  
  
[TRSD Help Desk](#)

If you view the ticket, the updated information will appear:

View Ticket Welcome, dbuck. [Logout](#)

[Reply](#) [Details](#) [Print](#)

**I need a new mouse**

From	Message
<b>Dennis Buck</b> Staff	<p>Subject: Re: I need a new mouse</p> <p>Mouse has been tested, and is dead. A new mouse was installed.</p> <p>Date: 05 May 2008 14:55</p>
<b>dbuck</b> <a href="mailto:dbuck@trsd.net">dbuck@trsd.net</a> IP: 10.1.1.156	<p>Subject: I need a new mouse</p> <p>My mouse does not seem to work.</p> <p>Date: 05 May 2008 12:00</p>

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To add another comment to the ticket, click the **Reply** tab:

View Ticket Welcome, dbuck. [Logout](#)

[Reply](#) [Details](#) [Print](#)

**Message** [Attach](#)

[Rich editor...](#)

I tried to use the new mouse, and it doesn't work!

Was this helpful?  Comments

[Reply](#)

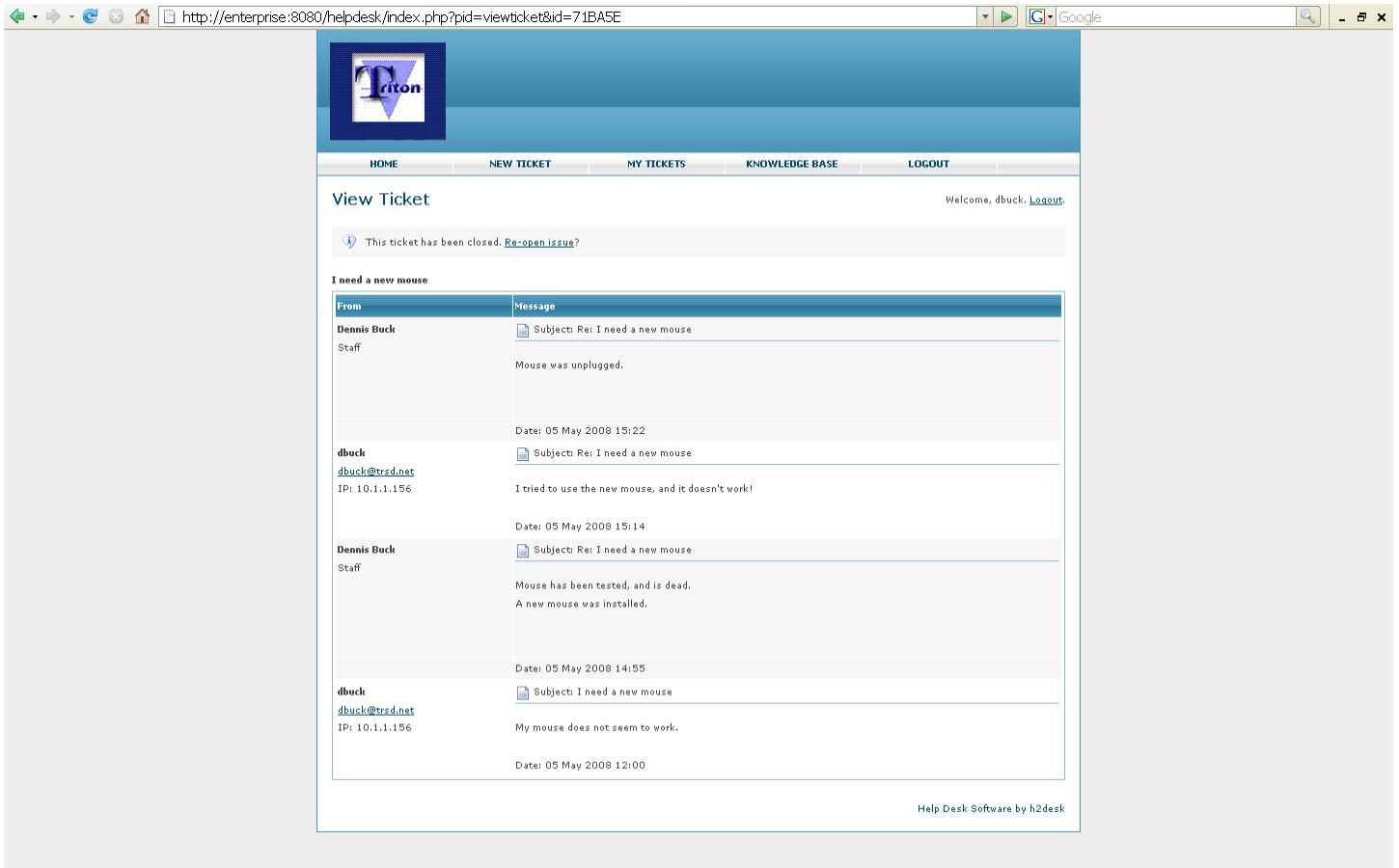
**I need a new mouse**

From	Message
<b>Dennis Buck</b> Staff	<p>Subject: Re: I need a new mouse</p> <p>Mouse has been tested, and is dead. A new mouse was installed.</p> <p>Date: 05 May 2008 14:55</p>
<b>dbuck</b> <a href="mailto:dbuck@trsd.net">dbuck@trsd.net</a> IP: 10.1.1.156	<p>Subject: I need a new mouse</p> <p>My mouse does not seem to work.</p> <p>Date: 05 May 2008 12:00</p>

Type your comment in the Message box, and click the **Reply** button.

You will receive an email each time one of your tickets is updated by an IT staff member.

When a ticket is closed by a staff member, it will be noted at the top of the ticket when viewed:



The screenshot shows a web browser window with the URL <http://enterprise:8080/helpdesk/index.php?pid=viewticket&id=71BA5E>. The page features a blue header with the 'Ariton' logo and navigation tabs for HOME, NEW TICKET, MY TICKETS, KNOWLEDGE BASE, and LOGOUT. The main content area is titled 'View Ticket' and includes a welcome message for 'dbuck'. A notification states: 'This ticket has been closed. [Re-open issue?](#)' Below this, the ticket title is 'I need a new mouse'. The message history is as follows:

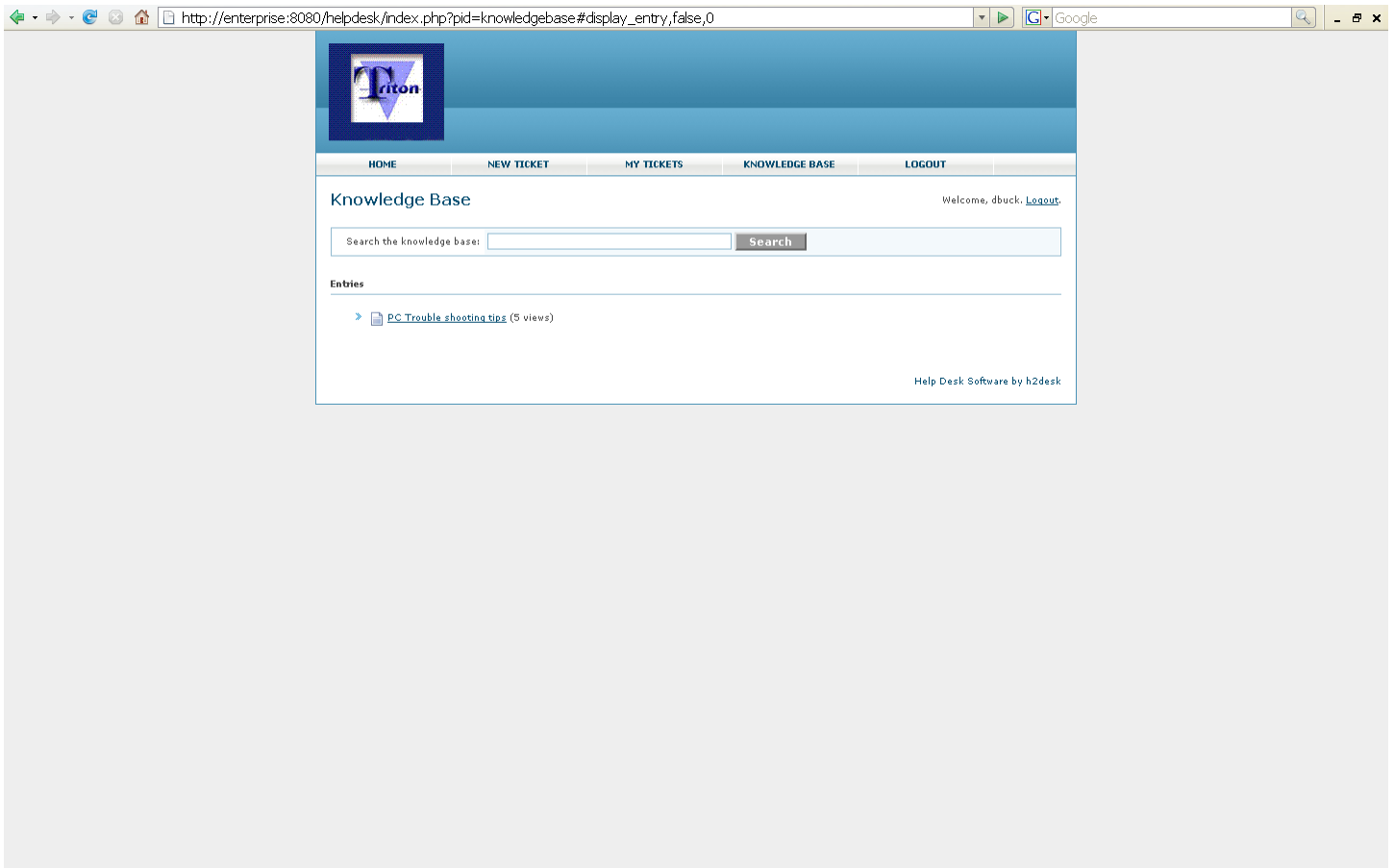
From	Message
<b>Dennis Buck</b> Staff	Subject: Re: I need a new mouse Mouse was unplugged. Date: 05 May 2008 15:22
<b>dbuck</b> <a href="mailto:dbuck@trsd.net">dbuck@trsd.net</a> IP: 10.1.1.156	Subject: Re: I need a new mouse I tried to use the new mouse, and it doesn't work! Date: 05 May 2008 15:14
<b>Dennis Buck</b> Staff	Subject: Re: I need a new mouse Mouse has been tested, and is dead. A new mouse was installed. Date: 05 May 2008 14:55
<b>dbuck</b> <a href="mailto:dbuck@trsd.net">dbuck@trsd.net</a> IP: 10.1.1.156	Subject: I need a new mouse My mouse does not seem to work. Date: 05 May 2008 12:00

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You may re-open the ticket if necessary.

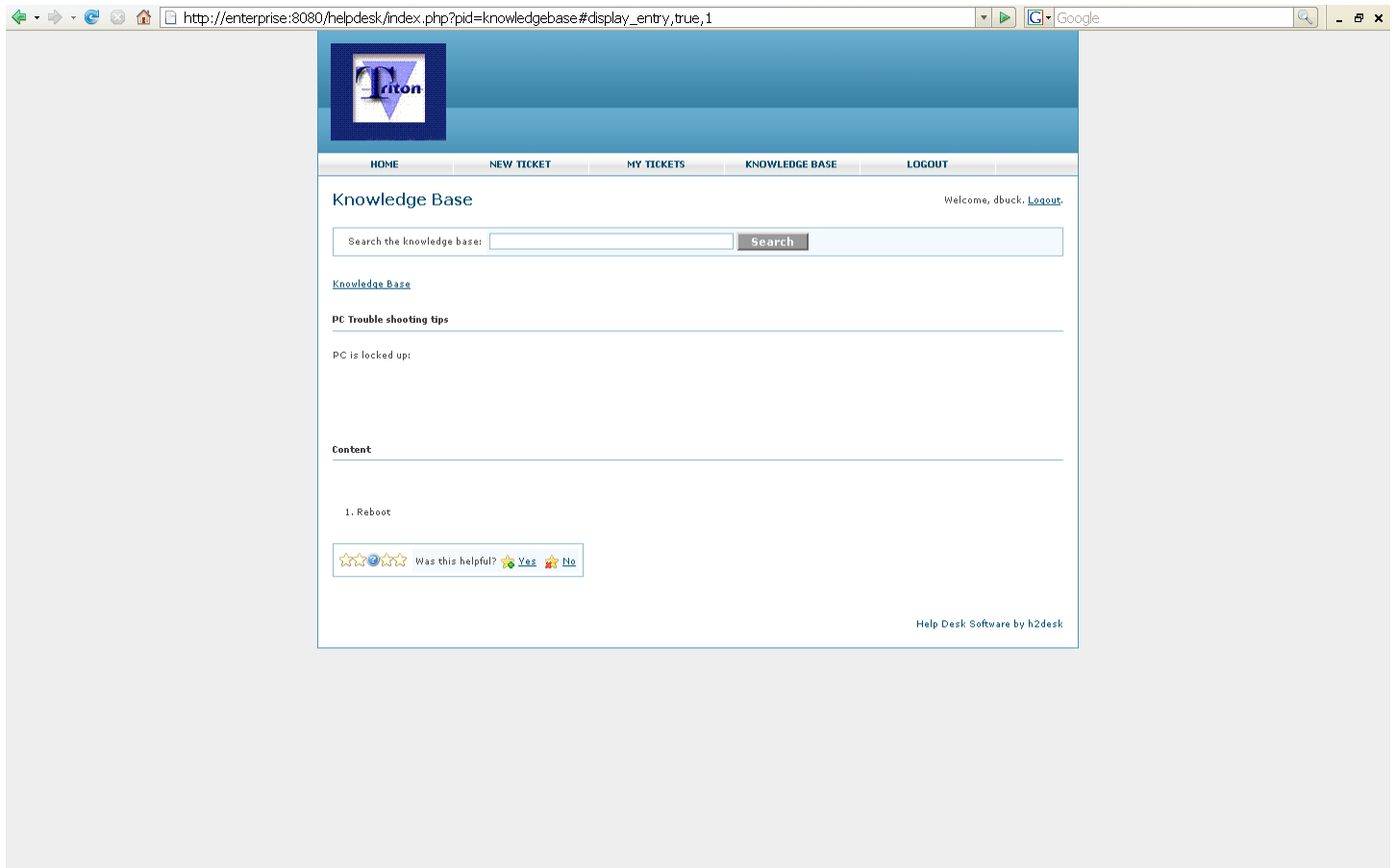
# Using The Knowledge Base

To view the knowledgebase, click the **Knowledge Base** button on the **Home** screen:



All existing knowledgebase entries will appear. From here, you can **Search** for specific items, or click on **Entries**.

When you click on an entry, it will display:

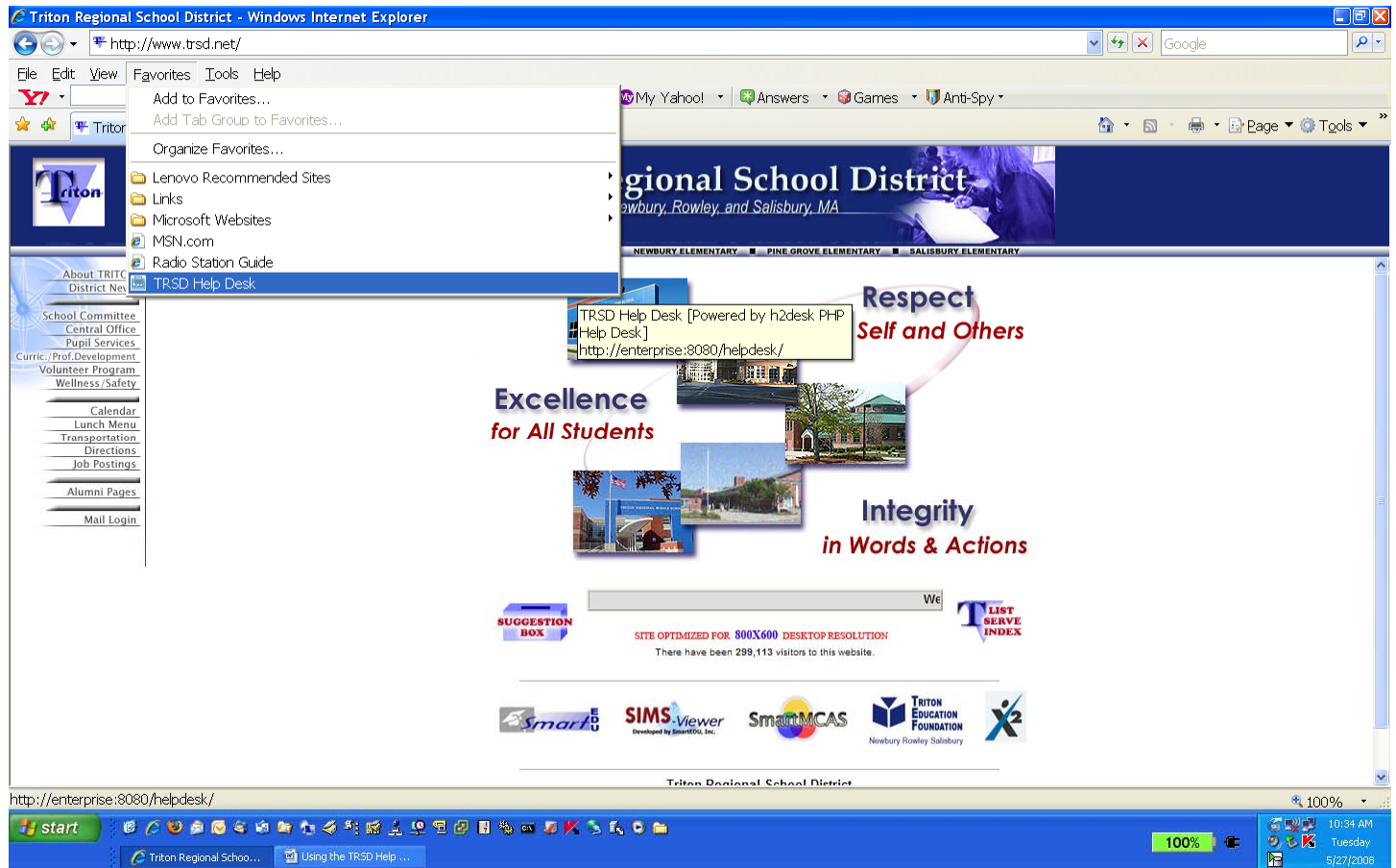


The Knowledgebase is a living document. It will continue to grow as more issues are resolved.

**If you have any questions or problems with this document, please contact Dennis Buck at 978-462-8171 x5523, or [dbuck@trsd.net](mailto:dbuck@trsd.net)**

# To Create a Help Desk Desktop Shortcut:

Open Internet Explorer. Click on Favorites and move your mouse until it is on the TRSD Help Desk entry:



Use the right mouse button and click on the TRSD Help Desk entry.

On the menu that appears, move your mouse until it is on Send To.

On the next menu that appears, left mouse button click on Desktop (create shortcut).



A Desktop shortcut will be created.