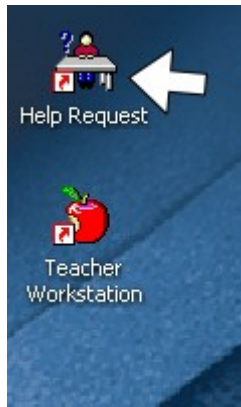


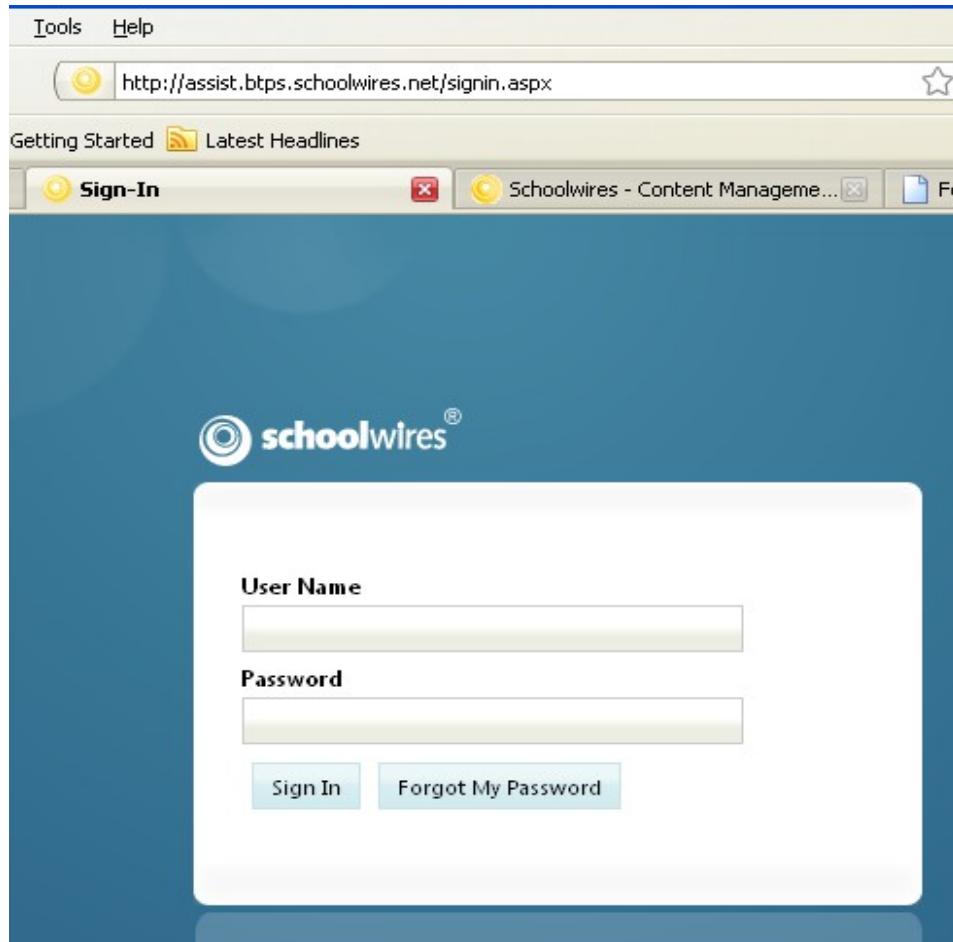
Bernards Township Technology Help Requests

- **Entering Help Requests**

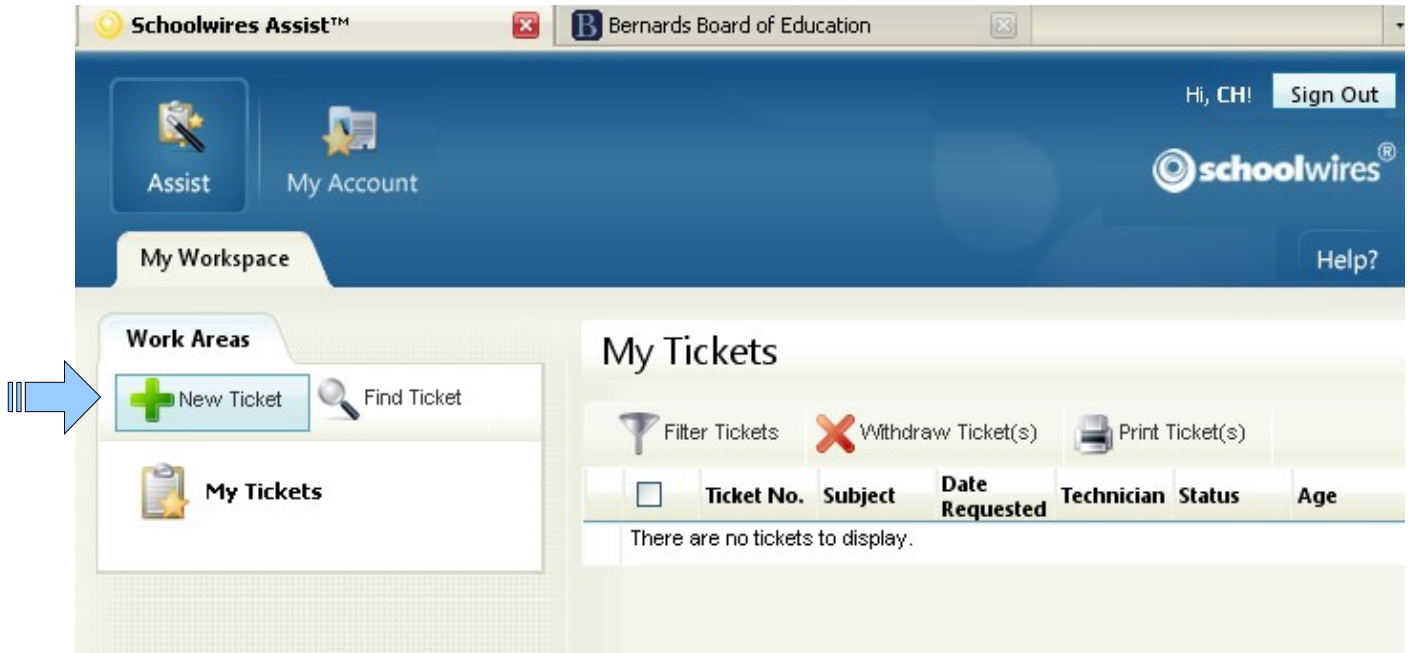
When you encounter problems with district computers, printers, email, etc. there is a procedure for documenting the problem. You must generate a “help request” for each problem you encounter. You can enter a help request by double clicking the “Help Request” icon or visiting <http://assist.btps.schoolwires.net/signin.aspx>.



Next, you must login to the Assist help request system. You must use your Novell login on this screen.

A screenshot of a web browser window. The address bar shows the URL 'http://assist.btps.schoolwires.net/signin.aspx'. The browser has several tabs, including 'Sign-In' and 'Schoolwires - Content Manageme...'. The main content area is a blue background with the 'schoolwires' logo at the top. Below the logo is a white login form with two input fields: 'User Name' and 'Password'. At the bottom of the form are two buttons: 'Sign In' and 'Forgot My Password'.

The first time you login you be asked to select your building and room you are most often located. After that step is complete, you'll see the screen where you can enter a new help request. Clicking the "New ticket" icon will allow to enter a help request.



Lastly, you must select click select the type of request (printer, desktop, etc) from the menu, enter a detailed description, and confirm the location of the issue.

New Request

Ticket Type:
Technology

Category:
Computers

Subcategory:
Help Request

Next

New Request

Subject:

Desktop #2 in Room 413 CD drive doesn't work

Description:

Desktop #2 in Room 413 CD drive doesn't work.
The second computer from the door does not play CDs.

Previous

Next

New Request

Building:

Ridge High School

Location:



413

Asset:



Other

Asset Name:

Previous

Finish

Cancel

The message you type should be as descriptive as possible. "Computer in Rm 210 does not work" is not a useful help request and delays a solution to the problem. A better help request message would be, "The Compaq computer nearest the door, does displays the following error message [insert error message word-for-word here] when I

turn the computer on". The Asset field can be left as "Other" and the Asset Name field can be left blank.

Once you have clicked Finish on the previous dialog window the ticket has been submitted. You will see the the following screen which allows you to add attachments and comments to the ticket, but the help request is in the queue and assigned a ticket number at this stage. You do not have to anything further on this screen.

The screenshot shows a web interface titled "My Tickets » Edit Ticket". At the top, there are three icons: "Comments" (orange square), "History" (clock), and "Print Ticket" (printer). Below these are four tabs: "General", "Building & Location", "Type & Category", and "Attachments". The "General" tab is selected and highlighted in blue, with a blue arrow pointing to it. The "Attachments" tab is also highlighted in blue, with a blue arrow pointing to it. The "Subject:" field contains the text "xgh". Below it is a "Description:" field with a "Spell Check" button (abc icon) and the text "dfghf". At the bottom of the form are two buttons: "Save" and "Cancel".

Optional

Adding an attachment can be helpful in troubleshooting problems with applications. You can take a picture of the computer screen (called a "screenshot") by pressing the "Alt" key and the "Print Screen" key at the same time. This saves an image in the screen in memory. You can then paste that image into a Word document or Paint file and attach that to the request.

Work Areas

New Ticket Find Ticket

My Tickets

My Tickets

Filter Tickets Withdraw Ticket(s) Print Ticket(s)

<input type="checkbox"/>	Ticket No.	Subject	Date Requested	Technician	Status	Age
<input type="checkbox"/>	27	Desktop #2 in Room 413 CD drive doesn't work	8/25/2008 1:42:35 PM	Unassigned	In Queue	--

A youtube video of entering a help request can be viewed here:

<http://www2.bernardsboe.com/BernardsBOE/HowToEnterAHelpRequest.aspx>

Shortly after creating a help request ticket you will receive a confirmation e-mail that you have created a help request.

Mail From: <DoNotReply@bernardsboe.com>

File Edit View Actions Tools Accounts Window Help

Close Reply Forward [trash icon] [envelope icon] [printer icon] [save icon] [glasses icon] [calendar icon] [list icon]

Mail Properties Personalize Message Source

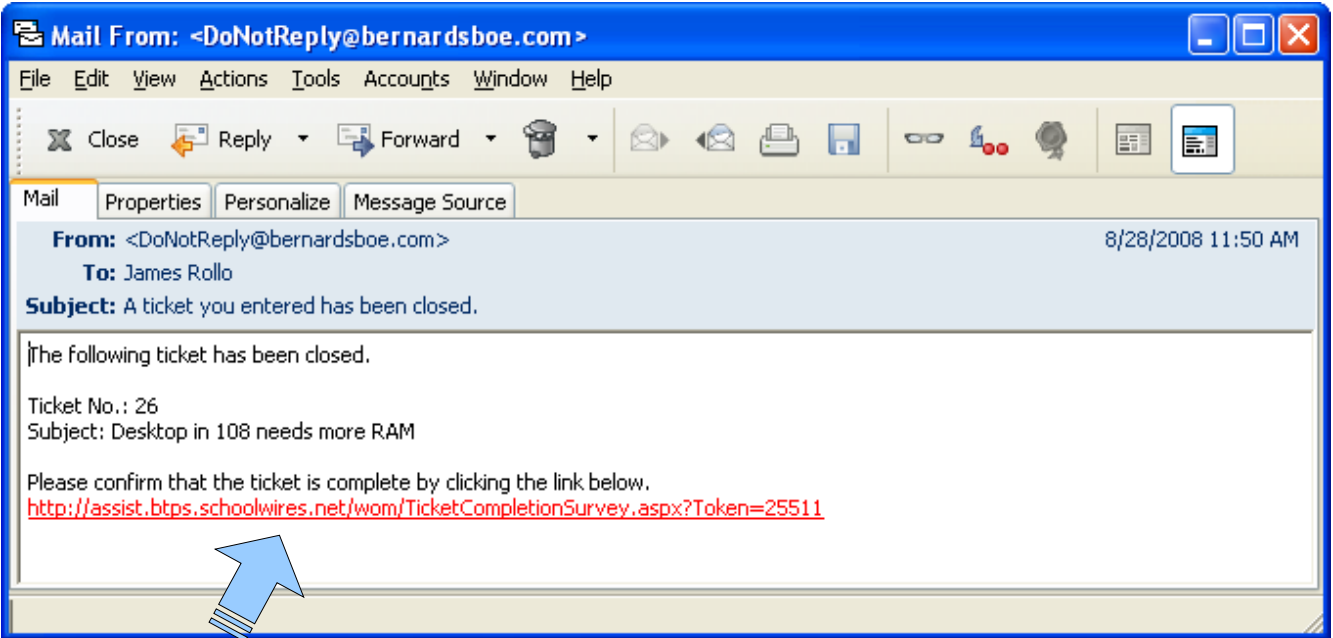
From: <DoNotReply@bernardsboe.com> 8/28/2008 11:44 AM
To: James Rollo
Subject: A new ticket has been assigned to you

A new ticket has been assigned to you.

Ticket No.: 26
 Subject: Desktop in 108 needs more RAM

- **Checking the status of Help Requests**

When a help request is resolved, you will receive an e-mail that the ticket is closed.



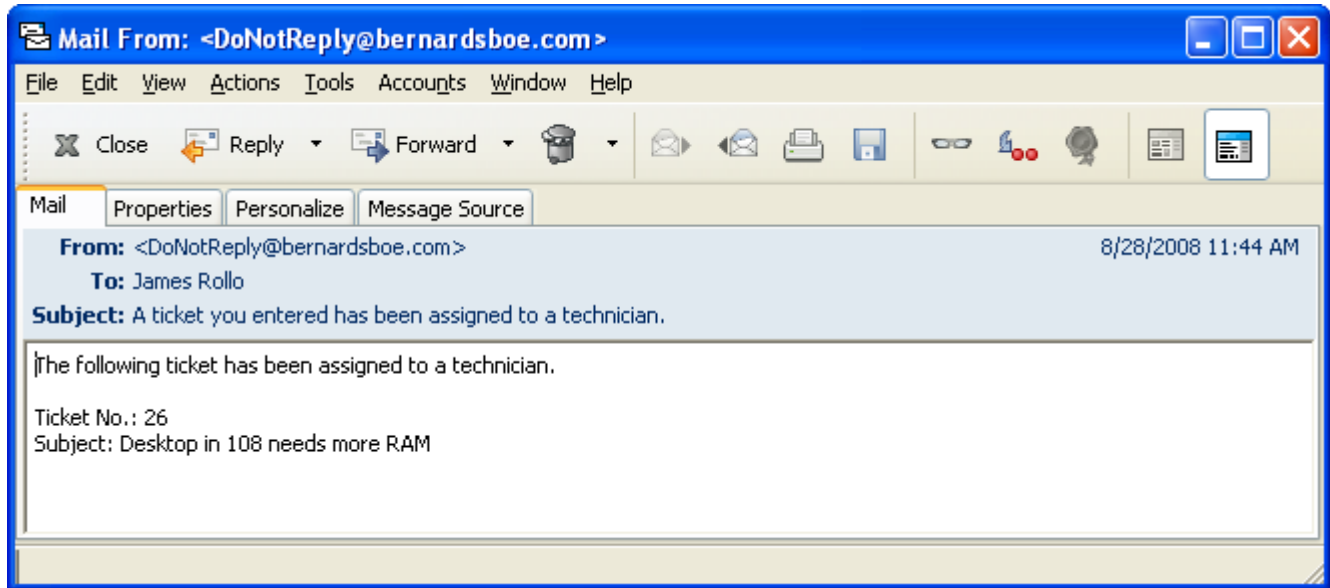
If for some reason, you feel the issue has not been address you have **5** days to click the completion survey link in the e-mail. This link will allow you to re-open the ticket for this help request.

The survey screen appears below. Here you can confirm that the ticket is complete or

A screenshot of a web form titled "Ticket Completion Survey". The form has a tab labeled "Ticket". Below the tab, the text reads: "Desktop in 108 needs more RAM" and "won't run Adobe Premiere". Below this, it says "Please confirm that ticket number 26 is complete:". There are two radio button options: "Yes, the ticket is complete." (which is selected) and "No, the ticket is not complete." At the bottom of the form is a "Submit" button.

re-open the ticket and automatically re-assign it back to the technician.

When a help request is assigned to a technician you will also receive an email notification.



You can always check the status of all your help request tickets by logging in to the system and viewing "My Tickets".

My Tickets

Filter Tickets Withdraw Ticket(s) Print Ticket(s)

<input type="checkbox"/>	Ticket No.	Subject	Date Requested	Technician	Status	Age
<input type="checkbox"/>	27	Can't access webmail	8/28/2008 11:56:03 AM	Unassigned	In Queue	--
<input type="checkbox"/>	26	Desktop in 108 needs more RAM	8/28/2008 11:30:53 AM	Rollo, James	Assigned	--