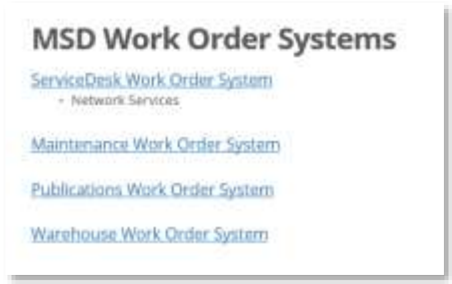
ServiceDesk Plus

HELPDESK

Log in

You can login to ServiceDesk using:

MSD Website → Staff → MSD Work Order Systems



Publications – available soon

Facilities Request – available soon

NTS Request – submit all technology related tickets here

NOTE: Your Helpdesk e-mail/tickets will also display in your ticket list.

OR

Use the HelloID dashboard and click on ServiceDesk. You will be auto-logged on with your network credentials.

When you first logon to ServiceDesk you will see the Home screen.

Here you can find the following:

My Request Summary – see pages 2 & 3 for more information

- Pending requests – all open tickets
- Awaiting Approval requests – used for future Publication requests

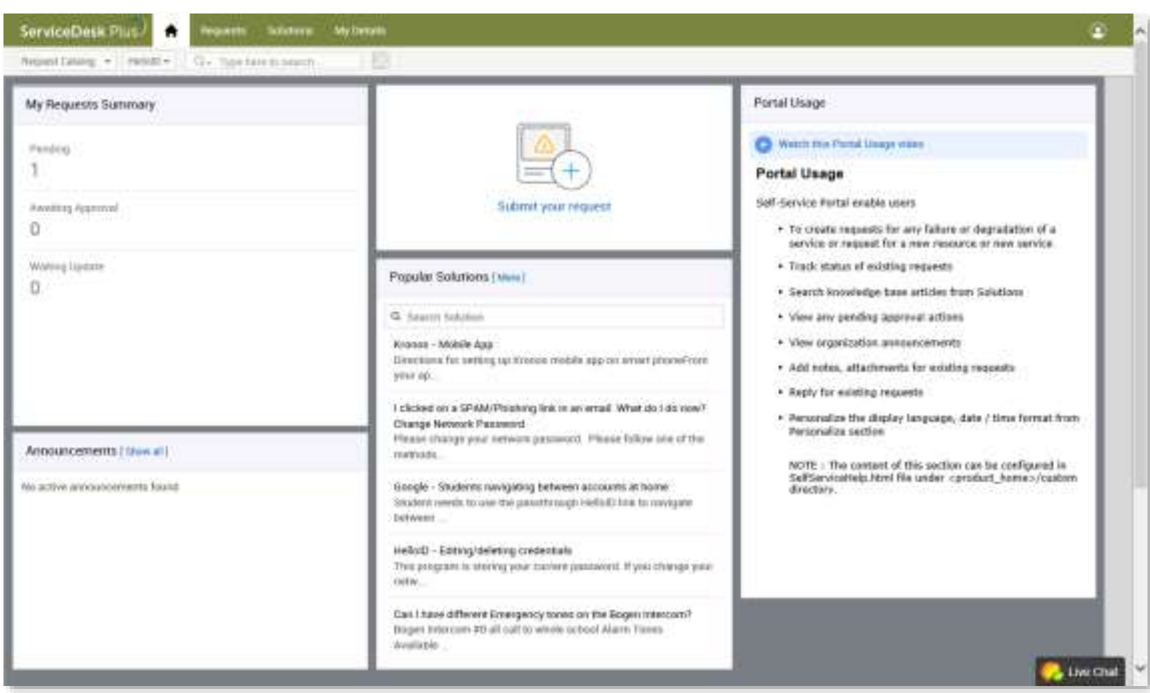
Announcements

- Active Announcements – service outages or other important information will be posted here when relevant

Popular Solutions – see page 4 for more information

- Lists solutions to commonly asked problems
- You can also search for solutions from here

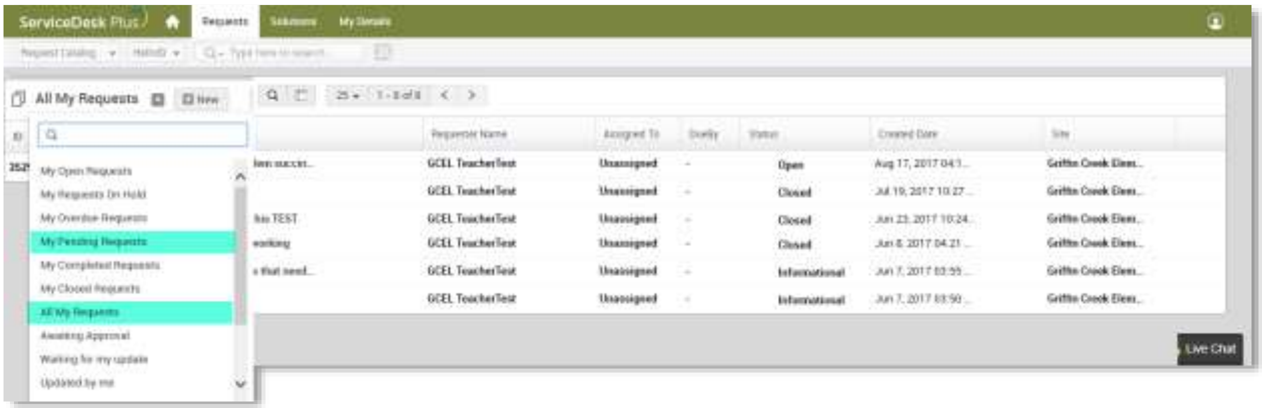
Live Chat – **see page 5 for more information**



My Requests

When you click on the Requests tab you will see a list of tickets. You can filter which tickets are listed by choosing from the drop-down list of options. Two of the most common filters are:

- My Pending Requests – all tickets with a status of Open, On hold, and Waiting for response…
- All My Requests – all tickets including closed tickets



The Ticket

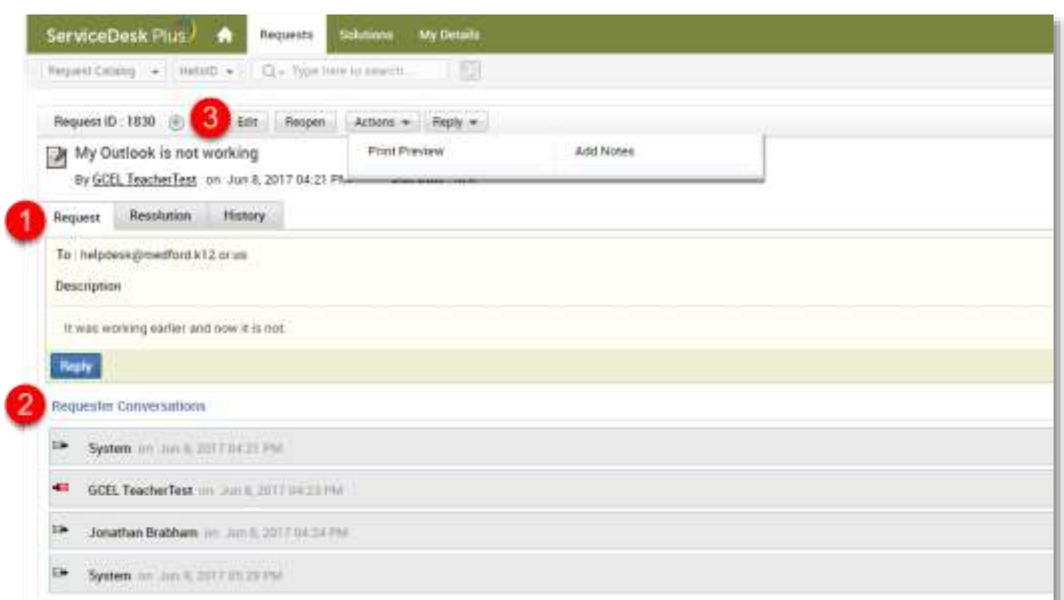
When you click on a ticket in the list, that ticket will open.

There are many features within the ticket window. Here are some of the most common features:

1. <u>TABS</u>
   Request tab – shows the initial request
   Resolution tab – shows the technicians resolution to the problem
   History tab – displays all actions that have occurred on the ticket

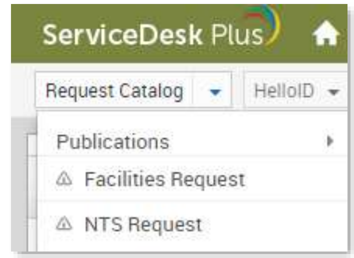
2. <u>CONVERSATIONS</u>
   Requester Conversations – displays all of the conversations that have taken place on this ticket
   NOTE: click on the envelope icon to open the conversation, allowing for replies.

3. <u>BUTTONS</u>
   Edit button – allows editing of the ticket information
   Reopen button – reopens a closed ticket
   Actions button – allows Print Preview and Add Notes
   Reply button – opens a reply window to the initial request



Submit a Request

Click the Request Catalog drop-down from the upper left-hand corner of the window and select the type of request.

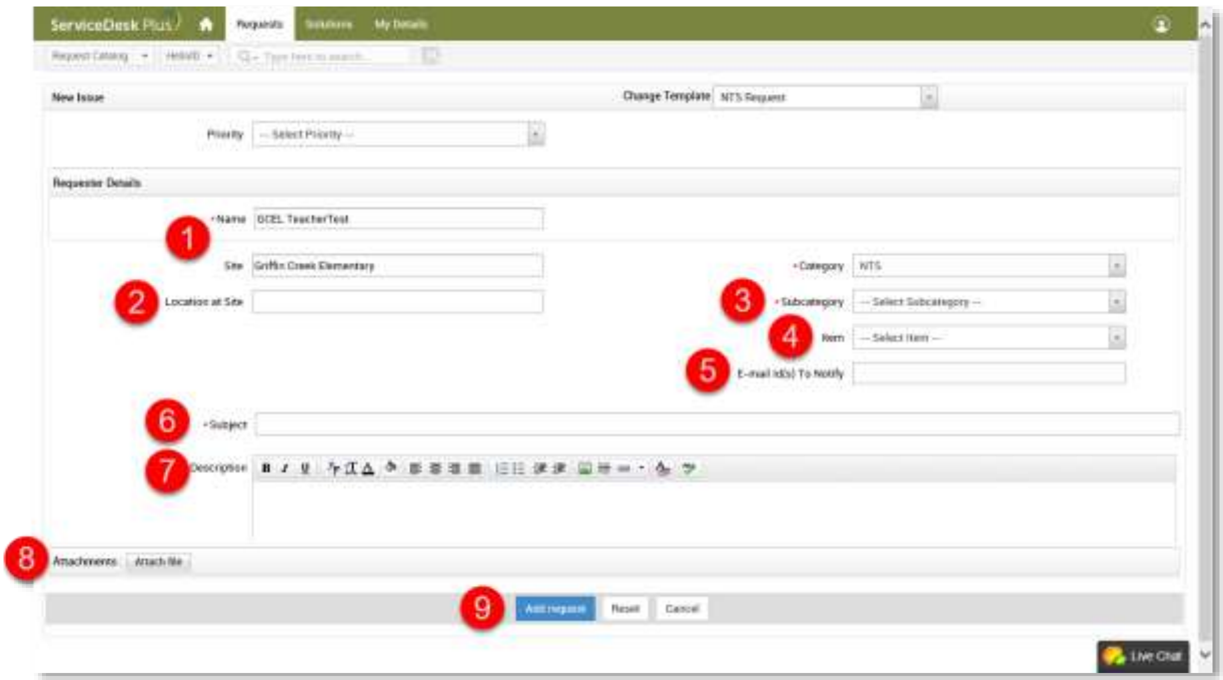


Publications – available soon

Facilities Request – available soon

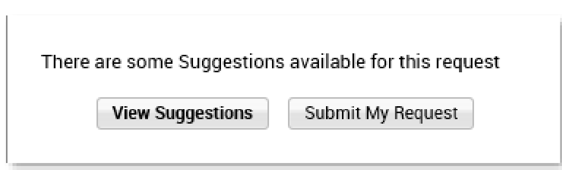
NTS Request – submit all technology related tickets here

This is an example of an NTS request.



1. Name and Site will be auto filled.
2. Location at site – describe where the equipment or work will need to be done at site
3. Subcategory – select the problem type from the drop-down
4. Item – available for some subcategories, allows further clarification of problem type
5. E-mail id(s) To Notify – if you want someone else to receive updates of the ticket, as it is being worked on, add their e-mail(s) here (separate e-mail addresses with commas).
6. Subject – briefly describe the problem
7. Description – describe your problem in as much detail as possible, including: exactly what is wrong, make and model of equipment, troubleshooting steps already taken, etc.
8. Attachments – you can attach a document or image if necessary
   Browse to the document/image, select, and click OK. Then click Attach file.
9. Add request – submit the request

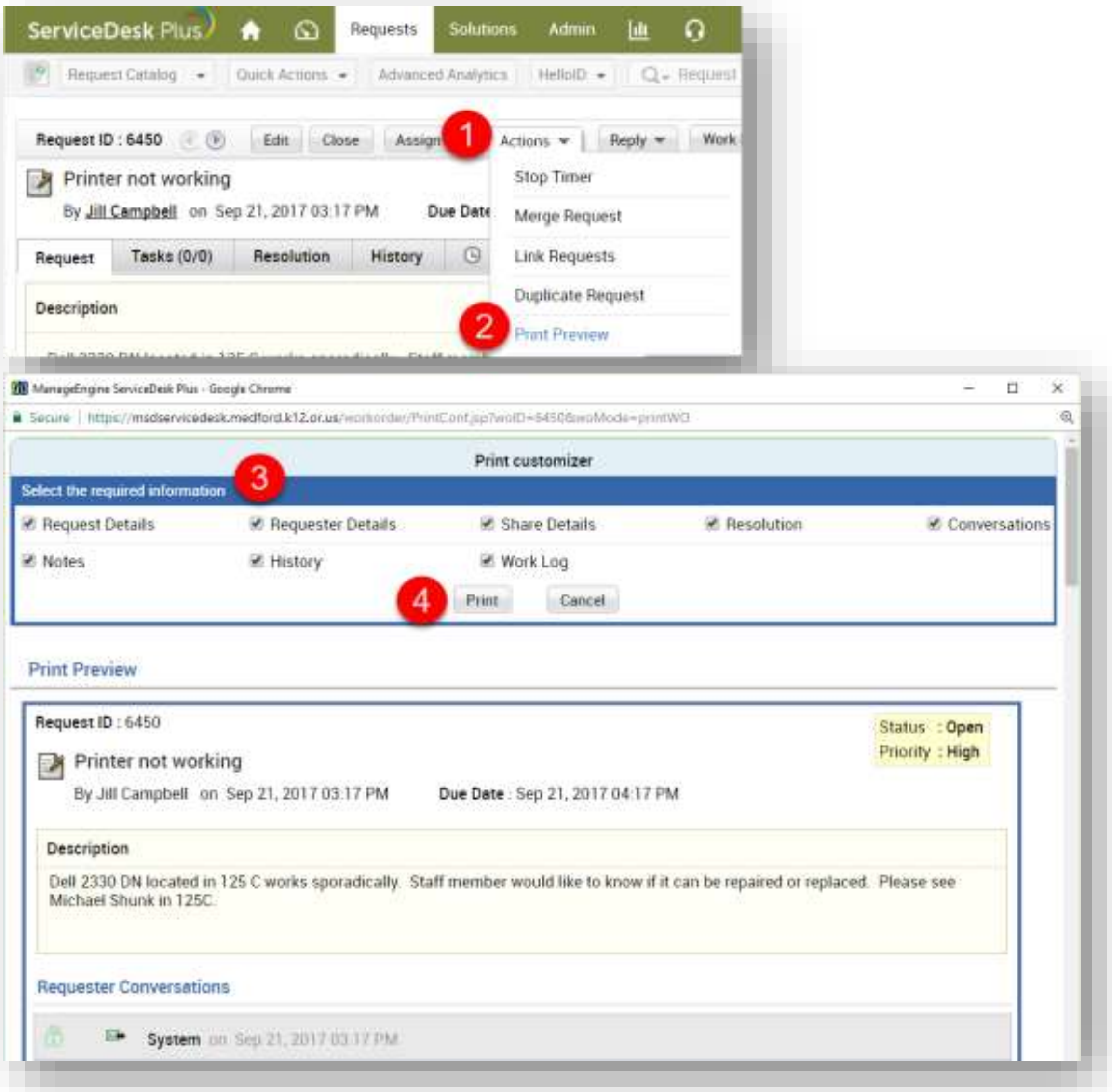
If there are possible solutions to your ticket Subject, you will receive a prompt to View Suggestions or Submit My Request. Click one of the buttons and continue.



Print a Request

Once you have created a request you can print a hardcopy to attach to equipment or for your records. Open the ticket that you want to print.

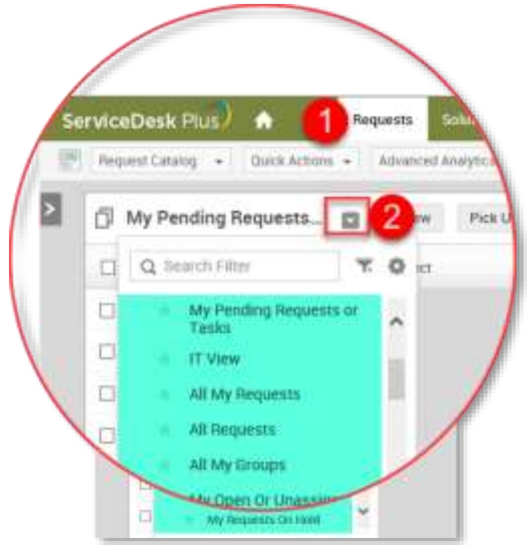
1. Click on Actions.
2. Click on Print Preview.
3. Select the required information you want to display on the hardcopy.
4. Click Print.



View Requests based on Filters

You can view requests based on default filters.

To view Requests based on filters.



1. Click the Requests tab in the header pane.
2. Select the Filter drop-down menu to view the default filters.

- **My Open Requests**
  This is the default status on opening the request list view page. All your open requests will be listed under this option.
- **My Requests On Hold**
  All your assigned requests that are kept on hold will be listed under this option.
- **My Overdue Requests**
  All your assigned requests that have exceeded the due date are listed under this option.
- **My Pending Requests**
  All your assigned unfinished requests are listed under this option.
- **My Completed Requests**
  All your assigned requests that are closed will be listed under this option.
- **My Closed Requests**
  All your requests with the status as closed will be listed under this option.
- **All My Requests**
  All your requests irrespective of the status will be listed under this option.
- **Waiting for my update**
  If you are assigned as the Intermediate Editor for any service requests, then the service requests that are waiting for your update is listed under this option.
- **Updated by me**
  If you are assigned as the Intermediate Editor for service requests, then the requests updated by you are listed under this option.

If you have the permission to view requests raised from your Department or Site, then the following filters will be available to you.

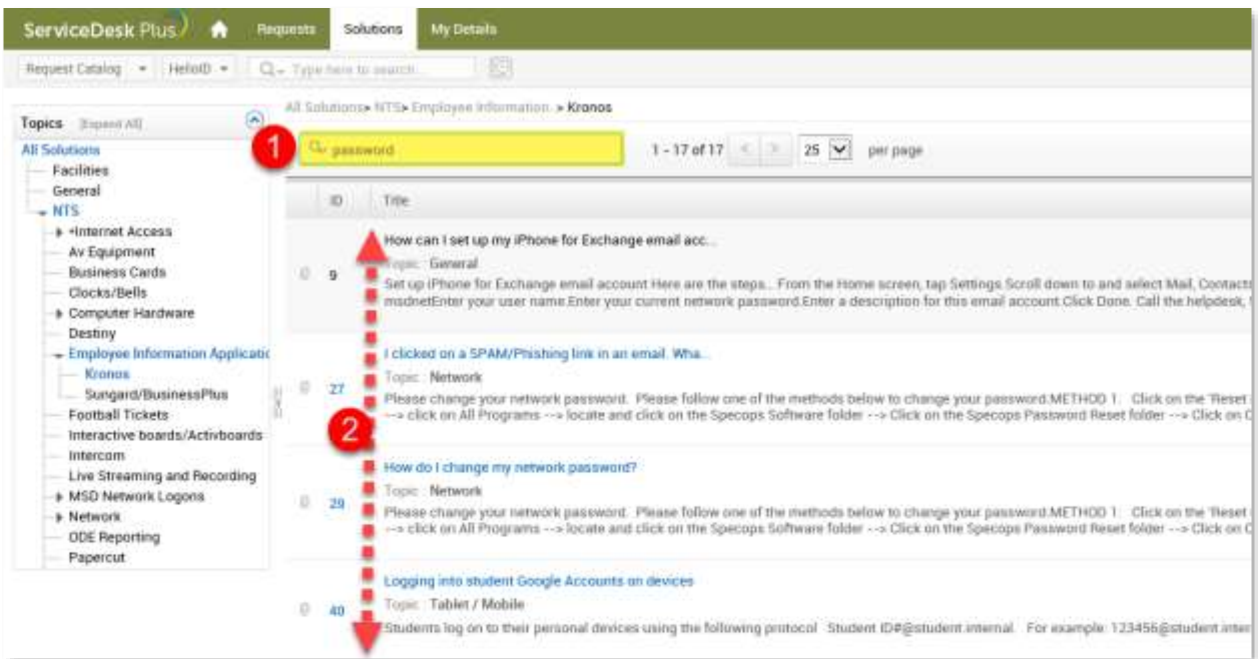
- **Site Open Requests**
  All the open requests raised from your site are listed under this option.
- **Site Requests On Hold**
  All the assigned requests raised from your site that are on hold is listed under this option.
- **Site Closed Requests**
  All the requests raised from your site that are closed is listed under this option.
- **Site Completed Requests**
  All the requests raised from your site that are completed is listed under this option.
- **All Site Requests**
  All requests raised from your site is listed under this option.

Find Solutions

When you begin typing in the Subject field, possible solutions to your problem will display. You can click on a solution if it is a possible resolution to your problem.

You can also search for solutions in the Search window.

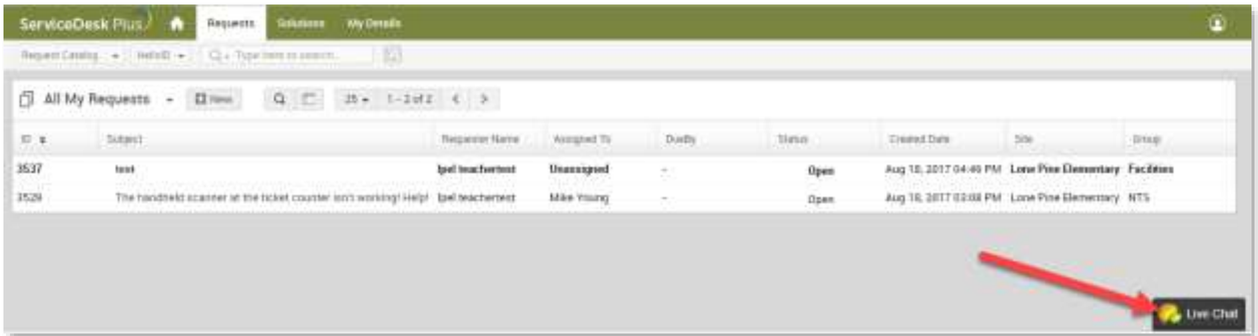
1. Type a keyword and press Enter.
2. Possible solutions will be listed.
3. More solutions are added every day!



Live Chat

ServiceDesk has a Live Chat feature. You can click on Live Chat and begin a conversation with a technician about an existing ticket or you can start a conversation with a technician on a new problem.

- This feature is still in beta and may not always function properly at this time.



1. Select **New Request**
2. Enter text in the text field and press Enter.
   NOTE: Please select a group is not functional. Please ignore.
   OR
3. Select **Existing requests**
4. Select the ticket from the list.
5. Enter text in the text field and press Enter.