Using iPad with ServiceDesk

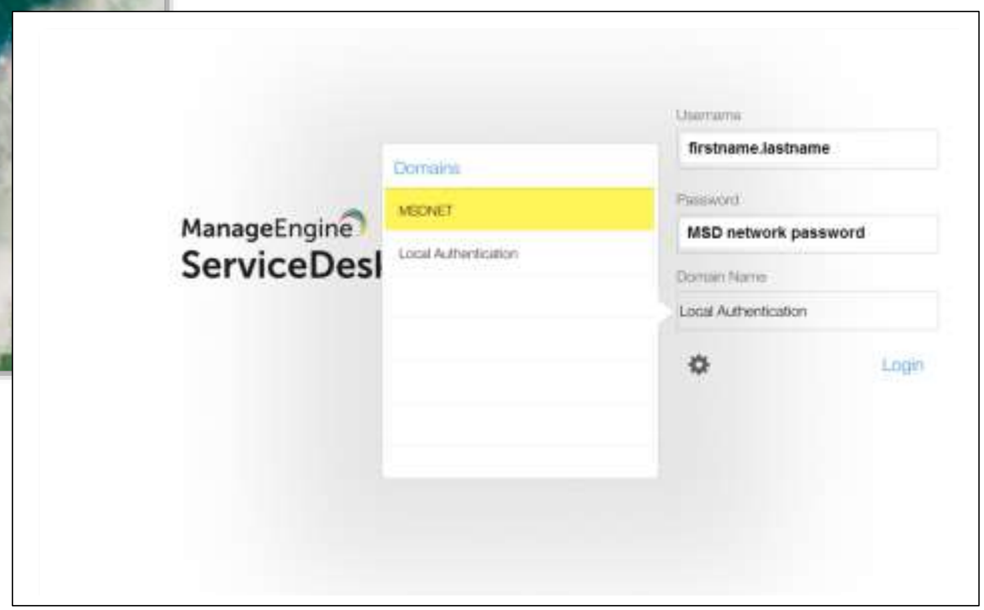
Helpdesk
9.2017

Using iPad with ServiceDesk

Open the ServiceDesk App

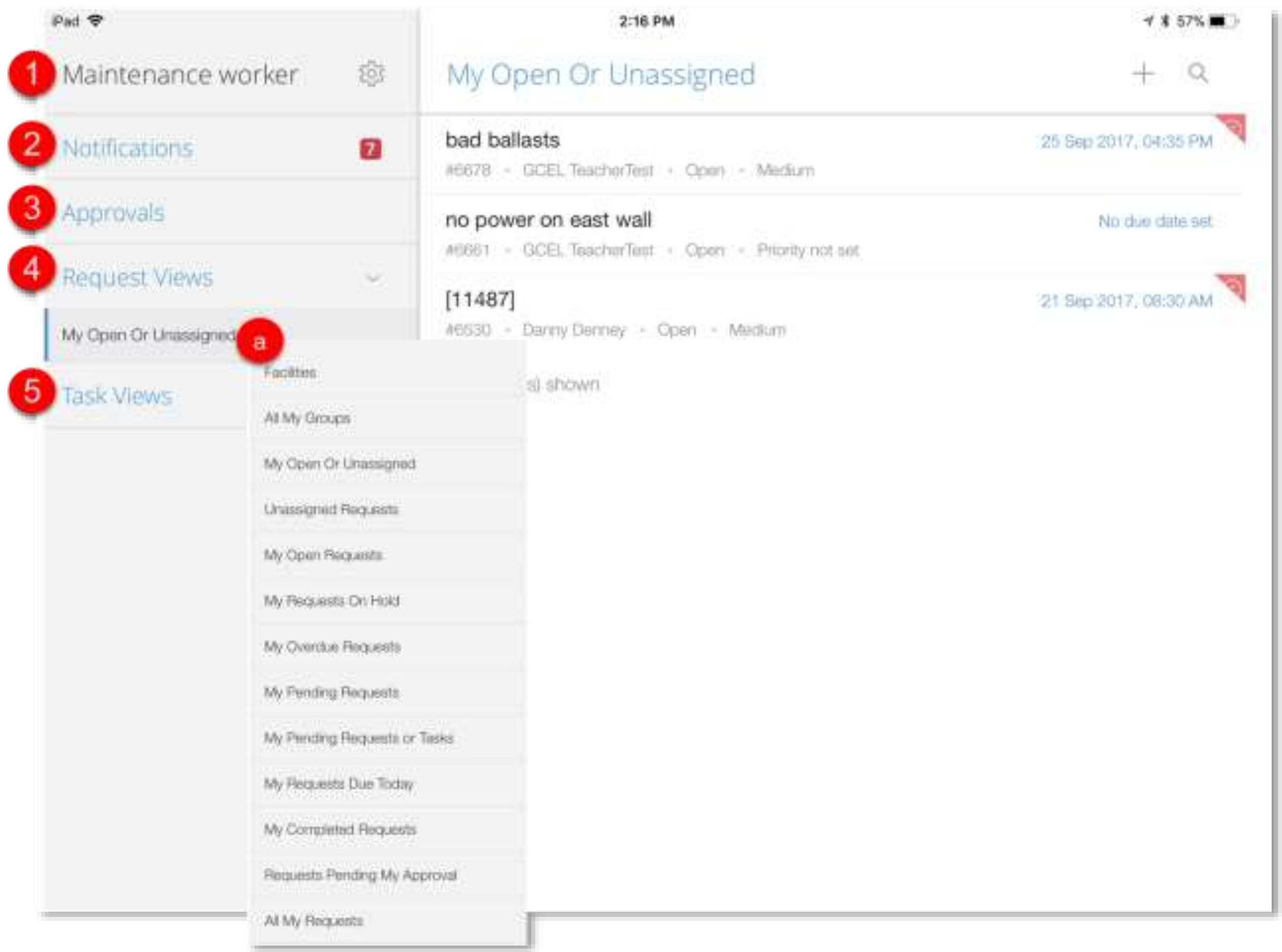
Login to the ServiceDesk App

- Username: firstname.lastname
- Password: MSD network password
- Domain name: Local Authentication = MSDNET (must only be selected once)



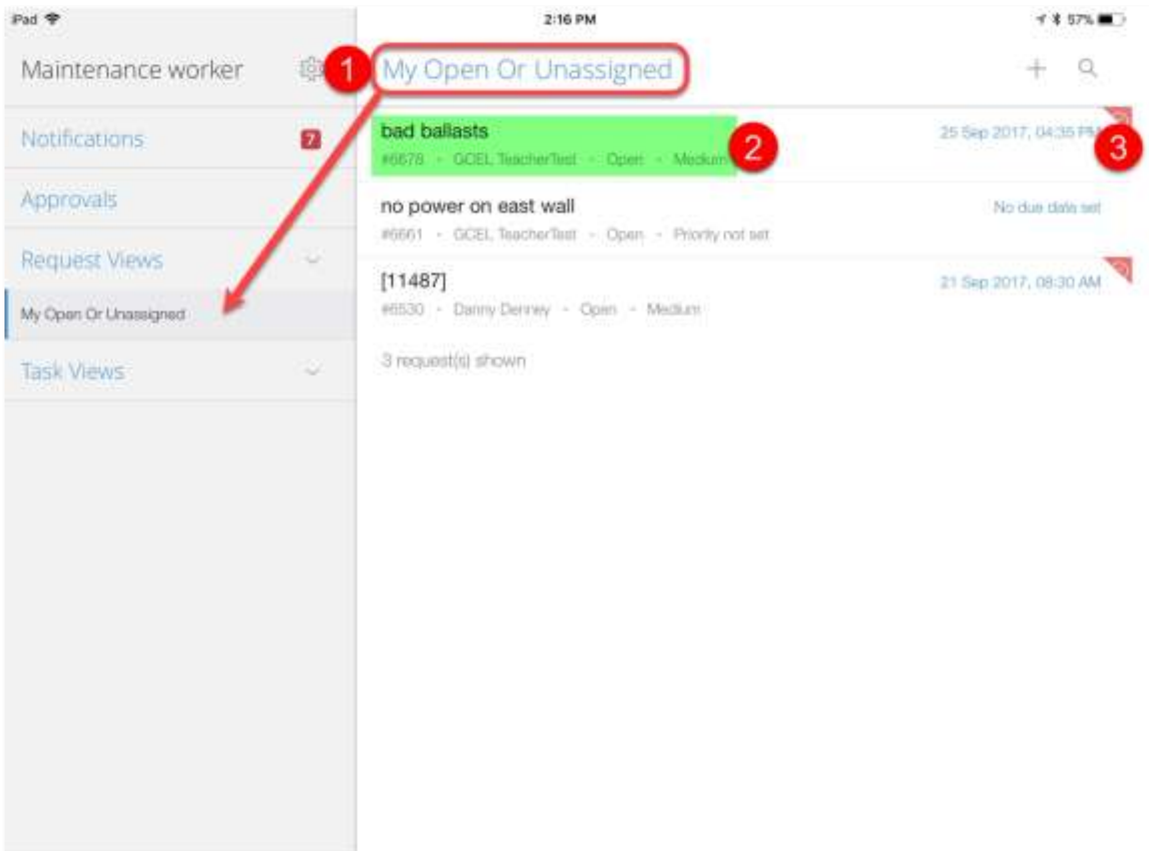
On the left-hand side, you will see:

1. The user who is logged in
2. Notifications
3. Approvals
4. Request Views – filter requests based on criteria such as open,
    a. View that is selected and additional views
5. Task Views

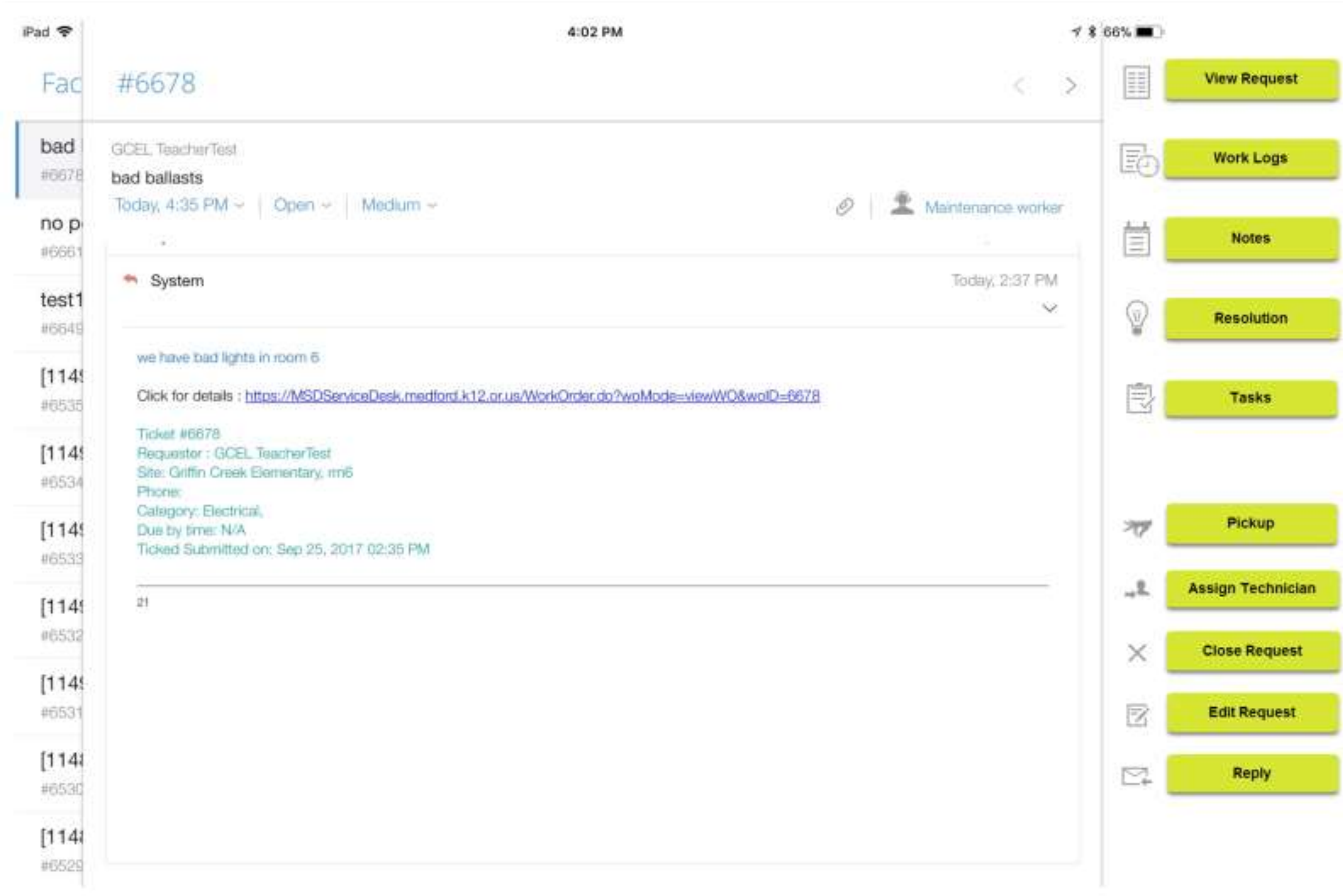


On the right-hand side, you will see:

1. All requests in the Request View you have selected.
2. Subject of the request, request request ID#, requester, status, priority
3. Due date

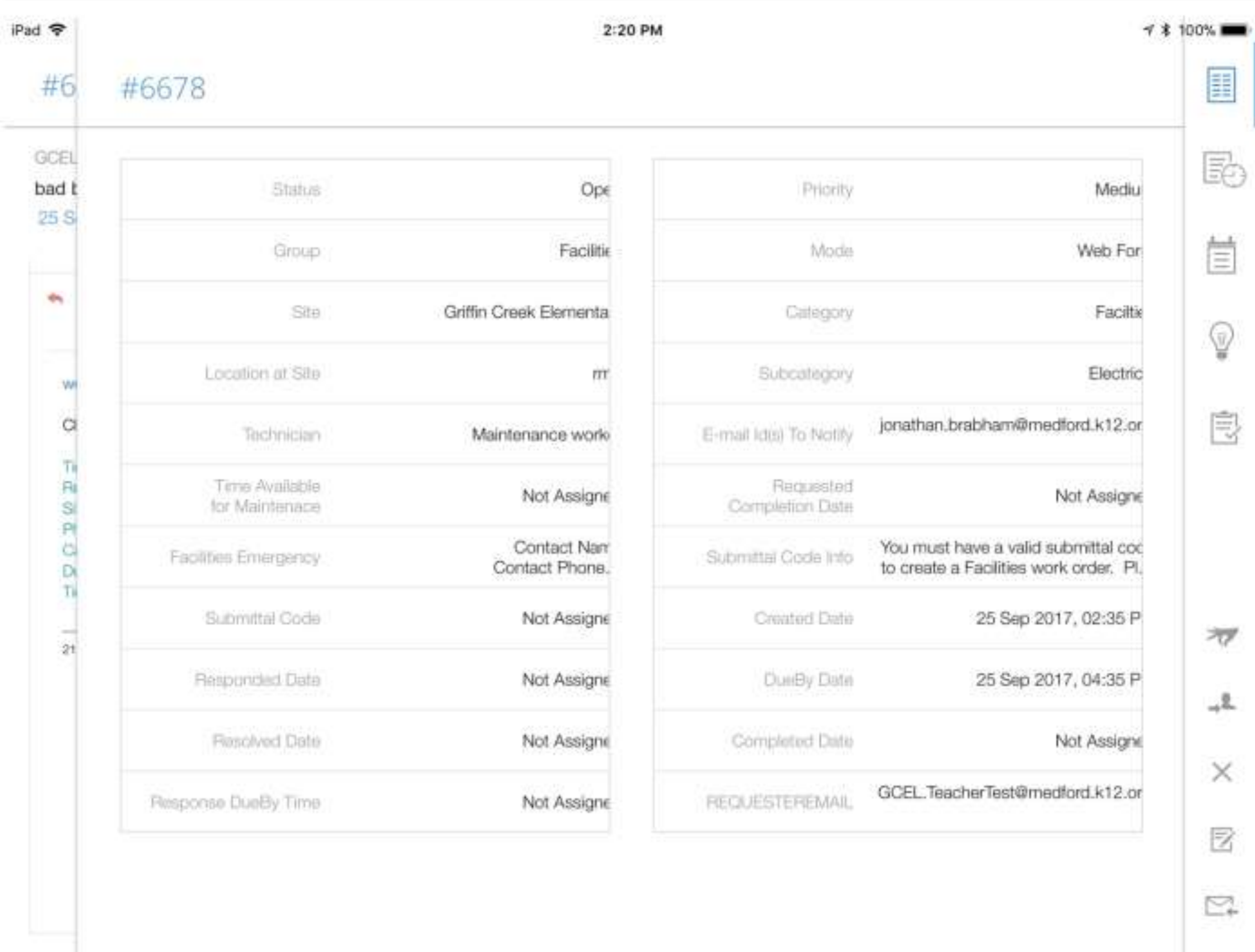


When you click on a request and it opens, you will see the following icons on the right. Use them to work with the request.



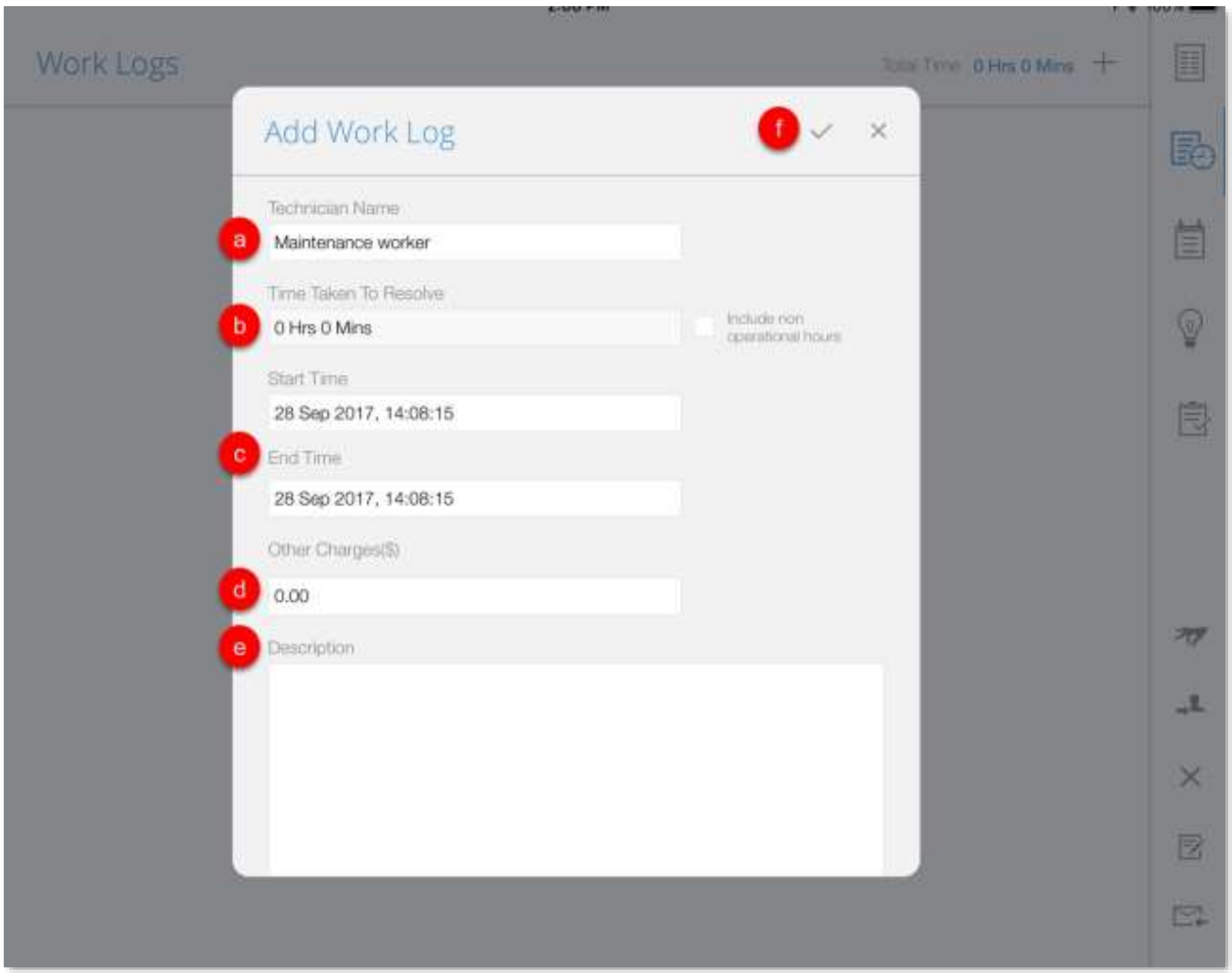
View Request – Click an individual request to view the relevant details of the request, which include the following:

Status, Group, Site, Location at Site, Technician, etc.



Work Logs – tap the + icon to add a work log. The Add Work Log form is displayed.

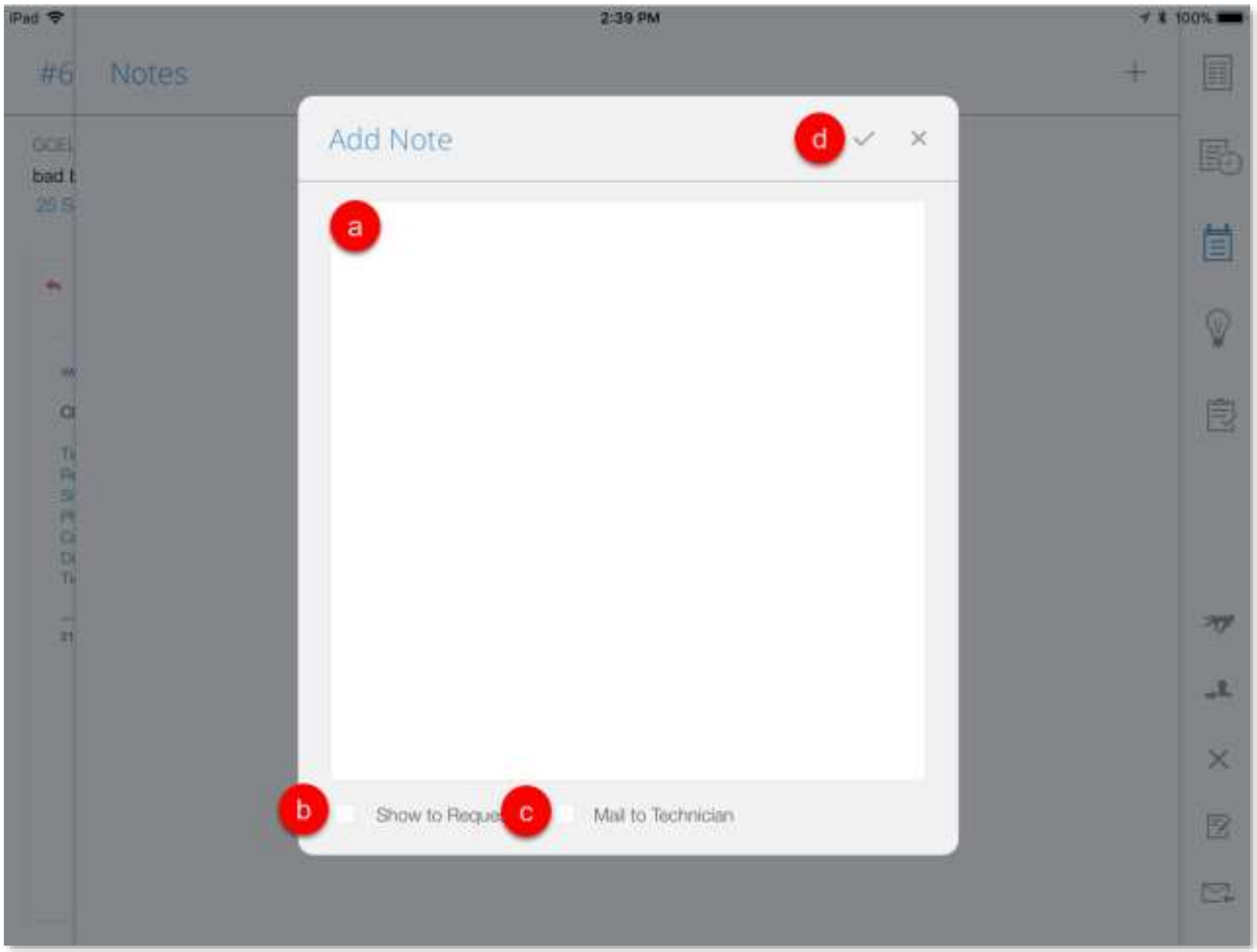
- **a.** Enter the **Technician** name who has resolved the request.
- **b.** Enter the **Time Taken to Resolve** the request in hours and minutes
- **c.** Choose the **Start Time** and **End Time** taken to computer the request
- **d.** Enter the **Other Charges** of the request
- **e.** Enter all relevant information about the completed request in the **Description** field.
- **f.** Tap the tick icon. The Work Log is added to the All Work Logs List view.



Notes – to add some additional information, including technical information, you can use the Notes option.

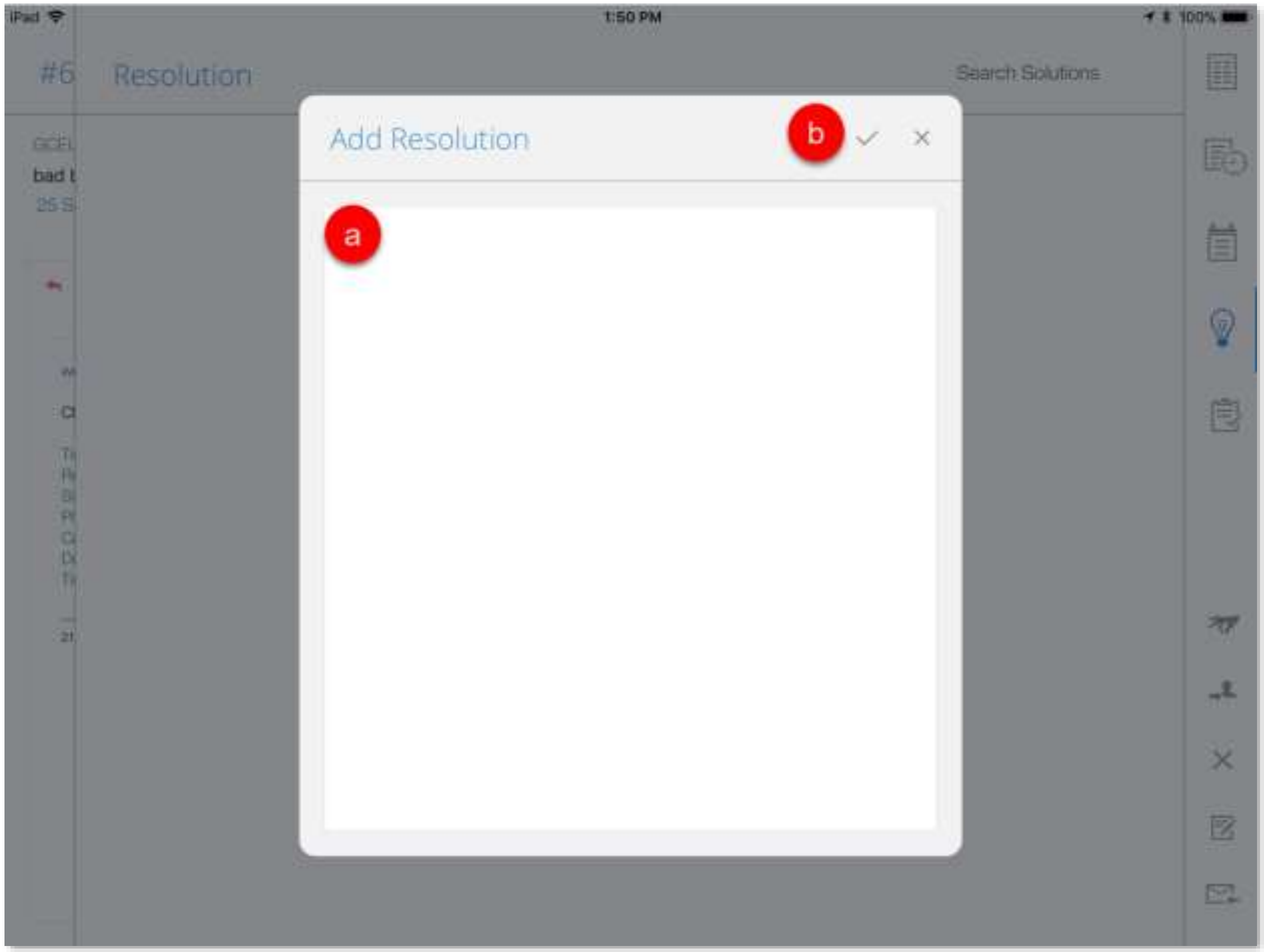
Tap the + icon to add a note.

- **a.** Enter your content in the text field.
- **b.** If you want the notes to be visible to the requestor, then select the **Show to Requester** check box.
- **c.** If you want to notify the technician about the addition of the note, then select the **Mail to Technician** check box.
- **d.** Tap the tick icon. The note is added at the bottom of the request.



Resolution – enter all relevant information for the resolution of this request.
Tap to open the Add Resolution window. Tap the Search Solutions text to see if there is a relevant solution to this request.

a. Enter your resolution in the text field.
b. Tap the tick icon.

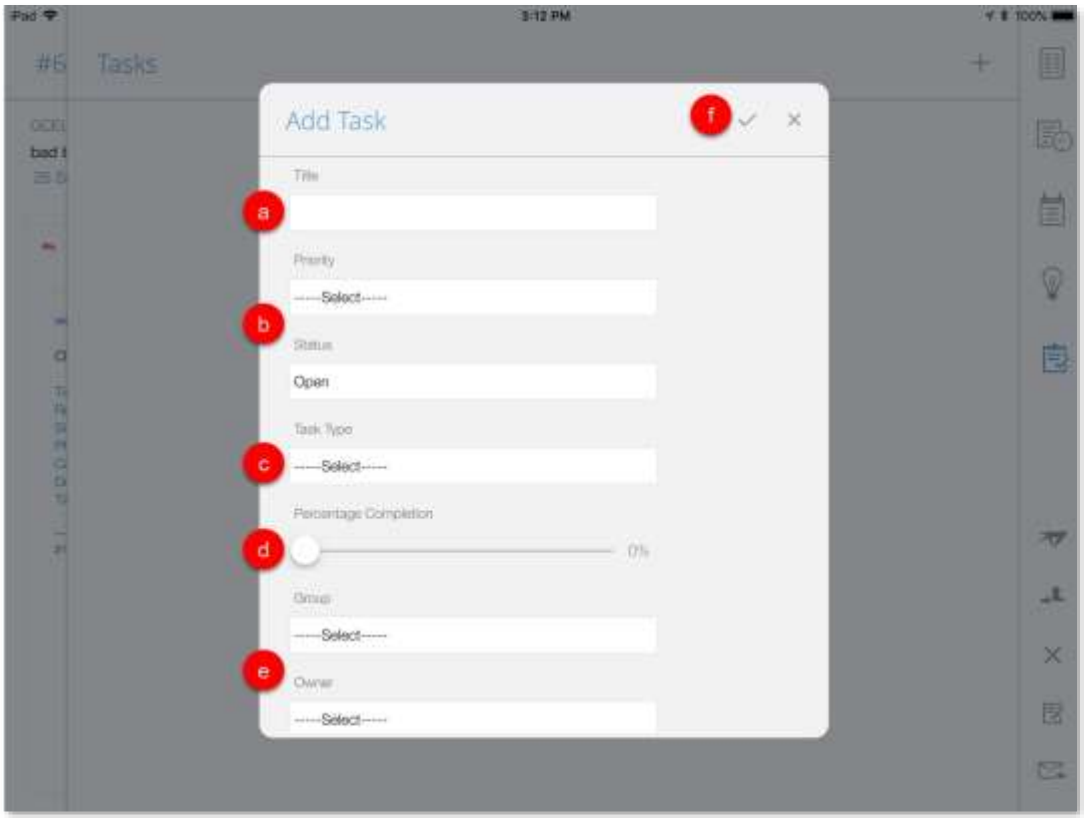


To edit resolution tap the **Edit** icon  . The edit option is only available if a resolution is added to the request. Edit the resolution and tap the tick icon.

Tasks – certain requests might involve multiple Technician work. The request can be divided into several tasks and each task can be assigned to a Technician/Group. Tap the

Tap the + icon to add a task. The **Add Task** form is displayed.

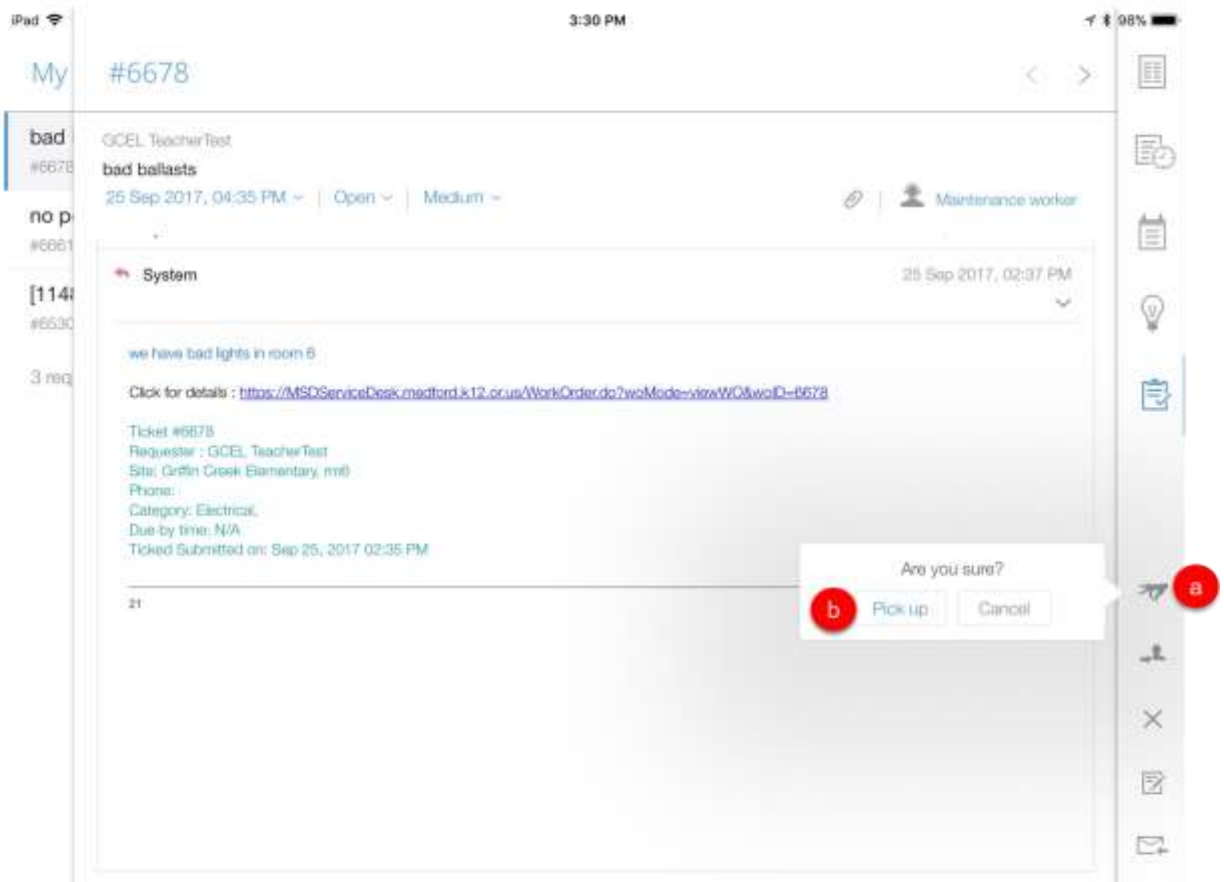
- **a.** Enter a Title for the task.
- **b.** Change the Priority and Status of the task.
- **c.** Choose the Task Type.
- **d.** Select the Percentage Completion of the teask.
- **e.** Select the Group and Owner of the task.
- **f.** Tap the tick icon.



To edit tasks tap the **Edit** icon  . The edit option is only available if a task is added to the request. Edit the task and tap the tick icon.

Pickup – you can self-pickup requests.

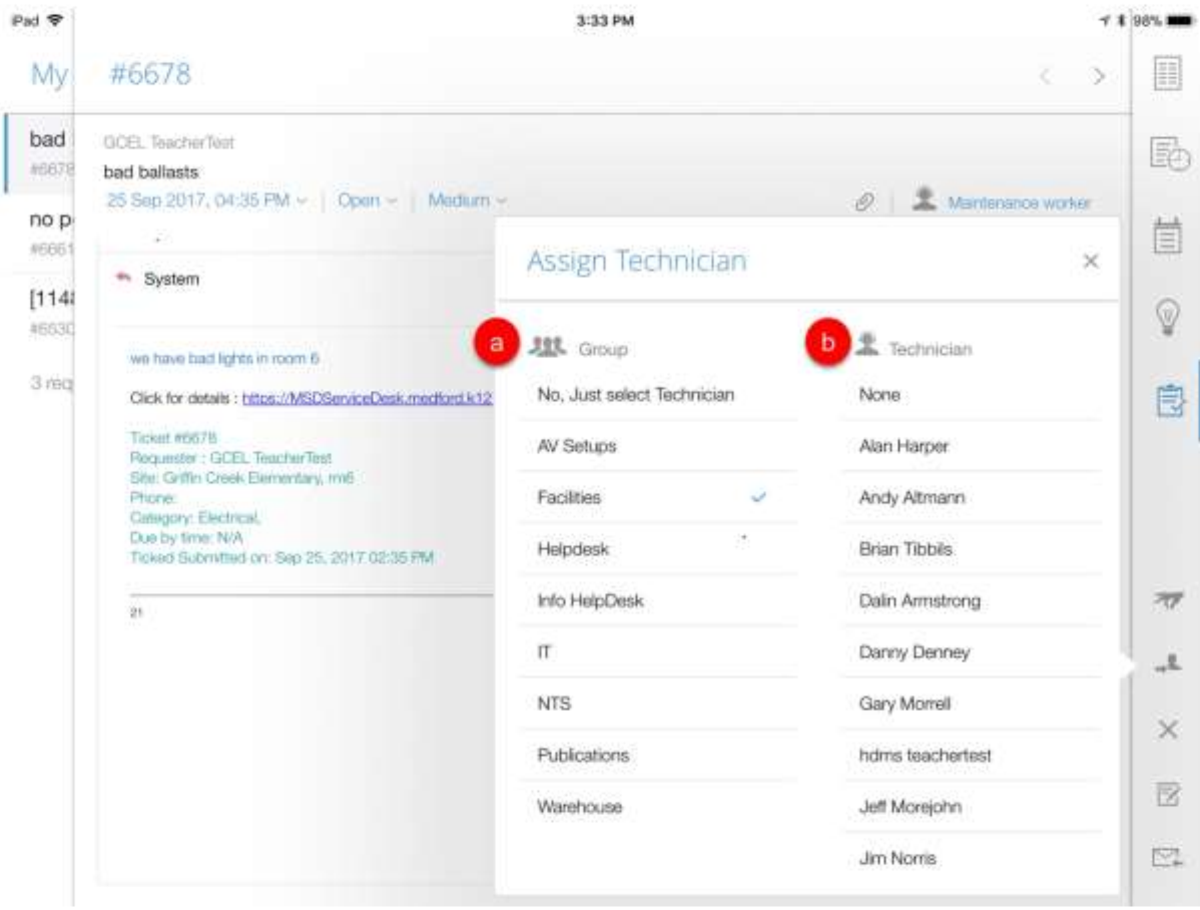
- **a.** Tap Pick up.
- **b.** Tap Pick up again and the ticket is assigned to you.



Assign Technician -

Tap to open the Assign Technician window. The Groups and Technicians are listed.

- **a.** Choose the Group that lists all the technicians associated with that group or No, Just select the Technician.
- **b.** Choose the Technician you want to assign the request.

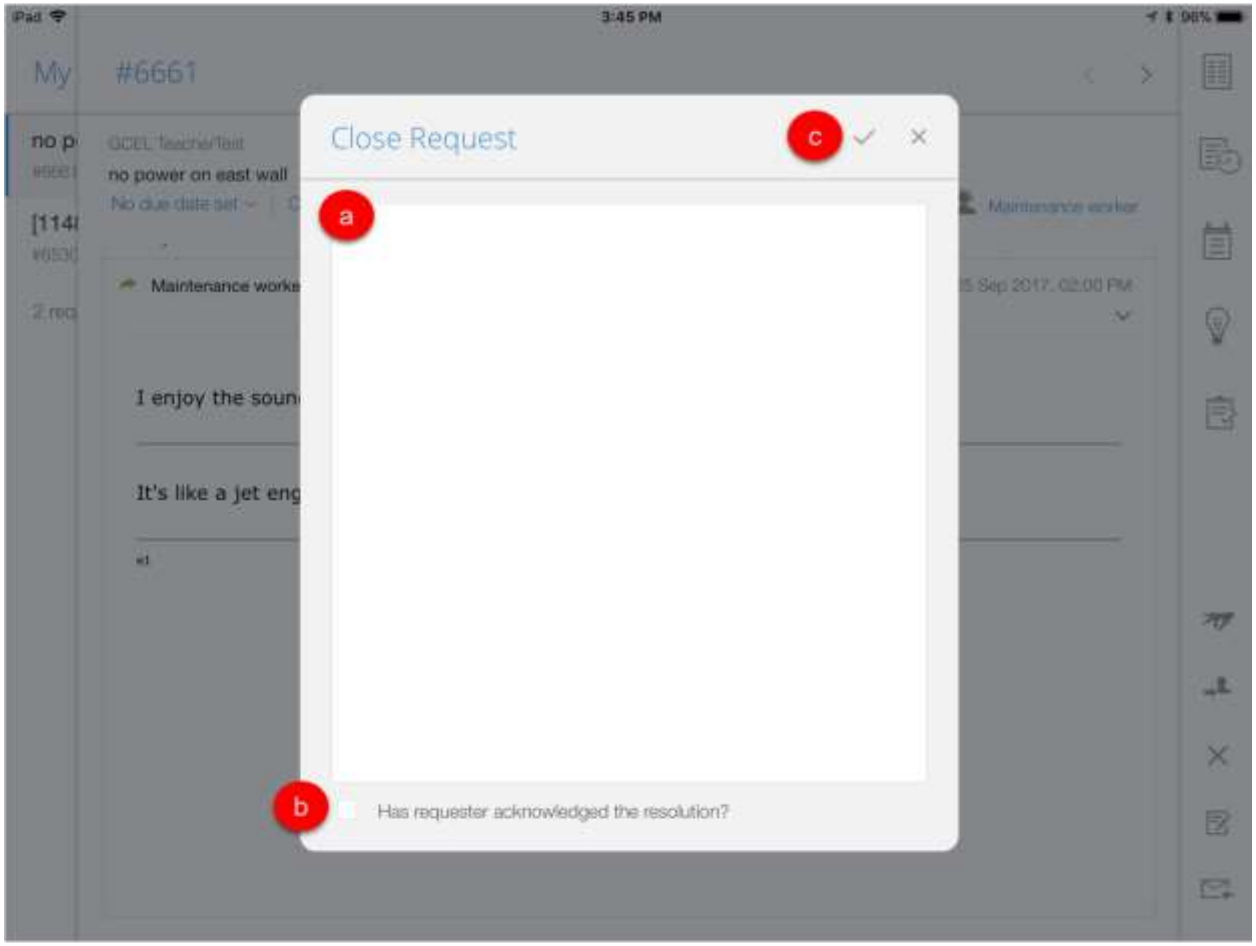


A message appears stating the request is successfully assigned to the selected technician.

Close Request – when a requestor is satisfied with the support provided and the reported problem has been resolved, the request can be marked with a closed status.

Tap to open the Close Request window.

- **a.** Enter comments in the text field.
- **b.** If the requestor has acknowledged the resolution, enable the checkbox.
- **c.** Tap the tick icon.

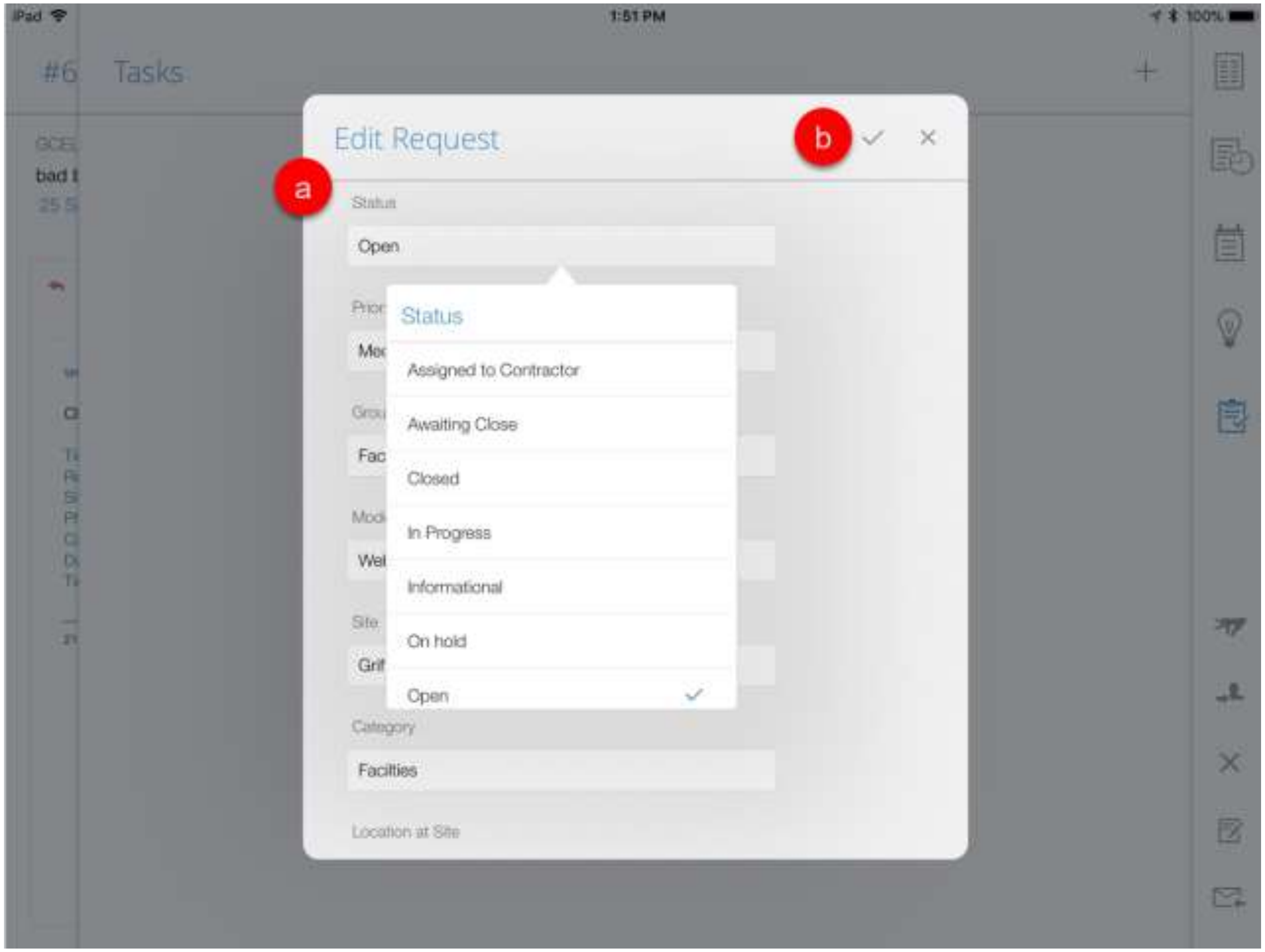


Edit Request – you can edit all the available details of the request.

Tap to open the Edit Request window.

a. Edit the request fields in the form

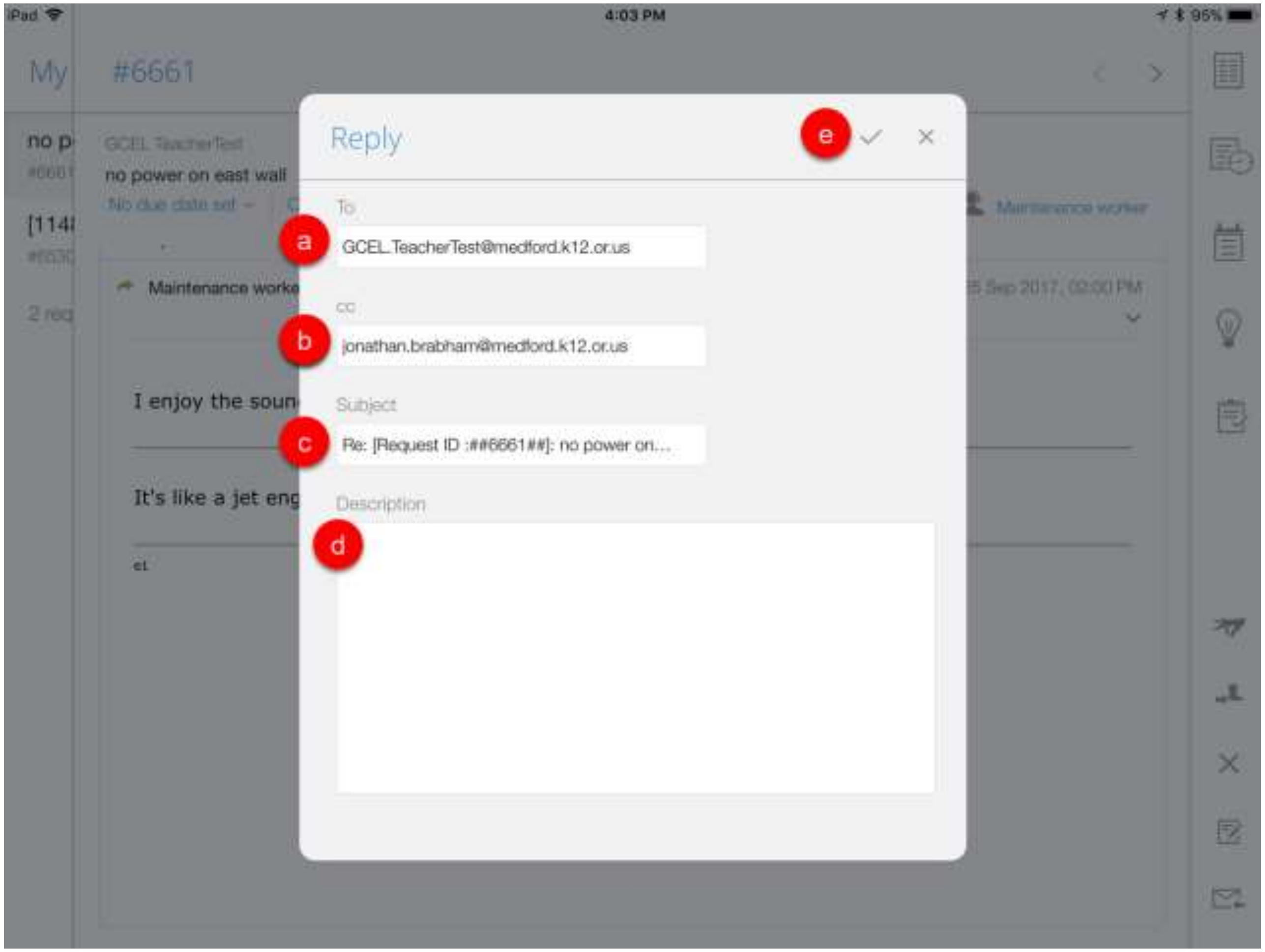
b. Tap the tick icon at the top to save the changes.



Reply – you can reply to requestors.

Tap to open the Reply window.

a. The requestor email address will be pre-populated.
b. If you want to send the same information to multiple persons then enter the relevant email addresses in the Cc field and commas as separator.
c. The subject is pre-populated. You can edit the subject if required.
d. Enter a description.
e. Tap the tick icon. The email is sent to the requestor.

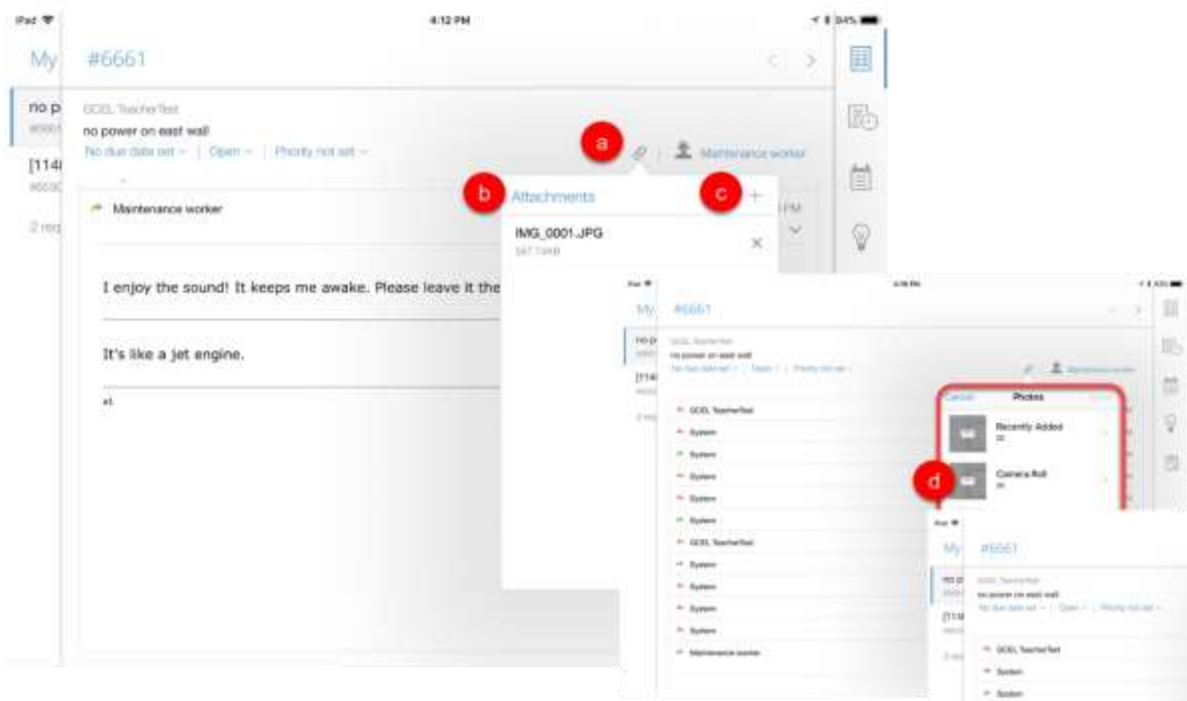


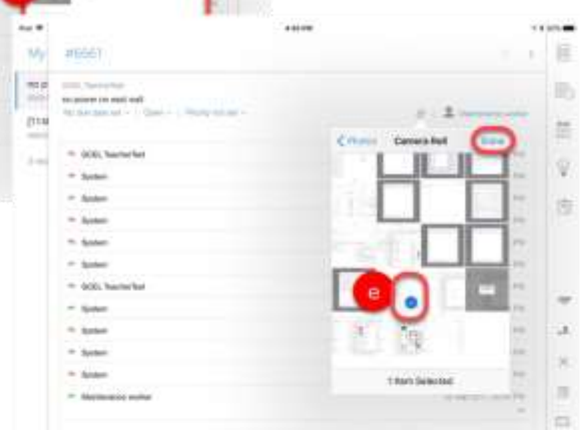
Attachments – are files or images that can be added to requests. You can attach multiple files to a request.

To add an attachment to a request do the following:

Open an individual request from the Requests List View.

- **a.** Click the Attachment icon .
- **b.** The attachments page is displayed that lists the existing attachments. A 'No Attachments' message is shown in case of NIL attachments.
- **c.** Click the + icon to add an attachment. You can choose from the existing images on your iPad.
- **d.** Select the Photo folder.
- **e.** Select the image and click Done.





- To add the attachments you need to first give access to the app, to your camera and photos.