

Using the new Presidents Council help desk

This tutorial will show you how to use the new help desk system. It shouldn't be any more difficult than bsoityping an email.

FAQs

Why are we doing this?

It was decided to try this system to make it easier to keep track of problems and their solutions. It is also a good way to keep solutions to previous problems. (Tickets and their solutions are available for viewing after they are closed.) It also allows the computer team to track time spent on fixing problems and what problems are recurring.

I don't feel comfortable using computers. Can I still call in problems?

Absolutely. Calling and direct email are still options and they aren't going anywhere.

Is there a direct email address to use?

Yes. Send computer related emails to computer@stphapresidentscouncil.org

How to use the help desk

Start by going to help.stphapresidentscouncil.org or clicking the link on the PC site homepage.t



You will be taken to this page:

The screenshot shows the "SUPPORT CENTER" website. At the top, there is a navigation bar with links for "Support Center Home", "Open New Ticket", and "Check Ticket Status". On the right side of the header, there is a "Guest User - Log In" link. Below the header, a welcome message reads: "Welcome to the Support Center". A note below it states: "In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket." Two main call-to-action buttons are displayed: "Open A New Ticket" (with a plus sign icon) and "Check Ticket Status" (with an info icon). Each button has a corresponding descriptive text block below it.

SUPPORT CENTER
Support Ticket System

Guest User - Log In

Support Center Home Open New Ticket Check Ticket Status

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

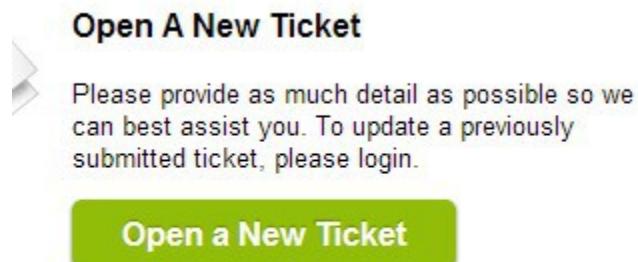
Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Open a New Ticket

Check Ticket Status

Click on the green 'Open a new ticket' button.



You will then get a page like this:

SUPPORT CENTER

Support Ticket System

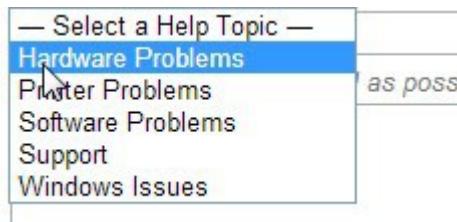
Guest User - Log

The screenshot shows a "Support Center" interface. At the top, there's a navigation bar with links for "Support Center Home", "Open New Ticket", and "Check Ticket Status". On the right side of the header, it says "Guest User - Log". The main content area is titled "Open a New Ticket" in blue. It contains several input fields: "Full Name" (text box), "Email Address" (text box), "Telephone" (text box) and "Ext." (text box), "Help Topic" (dropdown menu with an asterisk), "Subject" (text box), and "Message" (large text area with placeholder text). At the bottom, there are three buttons: "Create Ticket", "Reset", and "Cancel".

Type in the requested information.

It is requested that you choose a topic from the dropdown list. There are choices like hardware problems, software problems, Windows problems.

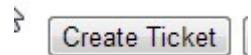
This makes it easier for us to file and retrieve tickets.



Please explain your problem in as much detail as possible. This includes what you were doing when it occurred, what program/programs you had open, and the text of any error messages.

Just sending a message stating that 'the Internet isn't working' or 'our computers are down' doesn't give us much to work with and isn't very helpful.

Once you have filled out the ticket you can click on the 'Create ticket' button.



This will submit your ticket.

You should receive a response email shortly. This will give you the ticket number and let you know that your ticket was received.

How to check on a ticket

Go to help.stphapresidentscouncil.org.

Click on the blue 'Check ticket status' button.

Check Ticket Status

We provide archives and history of all your
and past support requests complete with
responses.

Check Ticket Status

You will be taken to this screen:

Check Ticket Status

To view the status of a ticket, provide us with the login details below.

A screenshot of a web form titled "Check Ticket Status". The form has two input fields: "E-Mail Address" containing "xgirl302003@juno.com" and "Ticket ID" containing "430924". To the right of the "Ticket ID" field is a yellow padlock icon. Below the fields is a red "View Status" button. The entire form is set against a light gray background.

Type in the email address you used to submit the ticket and the ticket number.

You will get the ticket number in the response email after submitting a ticket.

Click 'View status'.



You will then see your ticket.

Ticket #430924

Ticket Status:	Open	Name:	Melissa Pappas
Department:	Support	Email:	xgirl302003@juno.com
Create Date:	09/11/2013 3:59 pm	Phone:	(651) 647-6365

Subject:lawa computer

Ticket Thread

09/11/2013 3:59 pm

Just received a call that the Dell computer on the right (the one with Quickbooks) is popping up possible hard drive error messages. Mary is going to try pressing ctrl+alt+delete as the error message said and if that doesn't work then she will try rebooting the computer. Not sure if the computer will boot or not. This will be looked at on Friday or Monday. Their HP computer has been down for several months.

Post a Reply

Message: *To best assist you, please be specific and detailed **

Post Reply **Reset** **Cancel**

This ticket has not received a response yet.

If there was a response it would look something like this.

Ticket #710127

Ticket Status:	Closed	Name:	Melissa Pappas
Department:	Support	Email:	xgirl302003@juno.com
Create Date:	08/27/2013 11:58 am	Phone:	

Subject:Possible computer issue at Seal

Ticket Thread

08/27/2013 11:58 am

White screen in admin account on HP computer. Everything works but the screen is white. Resident account is fine. Virus and Malware scans showed nothing.

08/27/2013 12:18 pm Xgirl30

Settings got changed to high contrast white. Changed back to normal.

[ScreenHunter_01_Aug_27_11.20.jpg \(58.5 kb\)](#)

The response is in gray below the original post.