

Help Desk – Creating Incidents

Description

The purpose of the Help Desk – Creating Incidents training is to provide the skills needed to create an incident via the based form.

Login

Accessing Help Desk Requests through Star Port

Note: You must be on campus to follow these directions.

1. Log into **Star Port**.
2. On the Home tab click **LCC Employee Help Desk Request** in the Employee Quicklinks.

Creating a New Incident

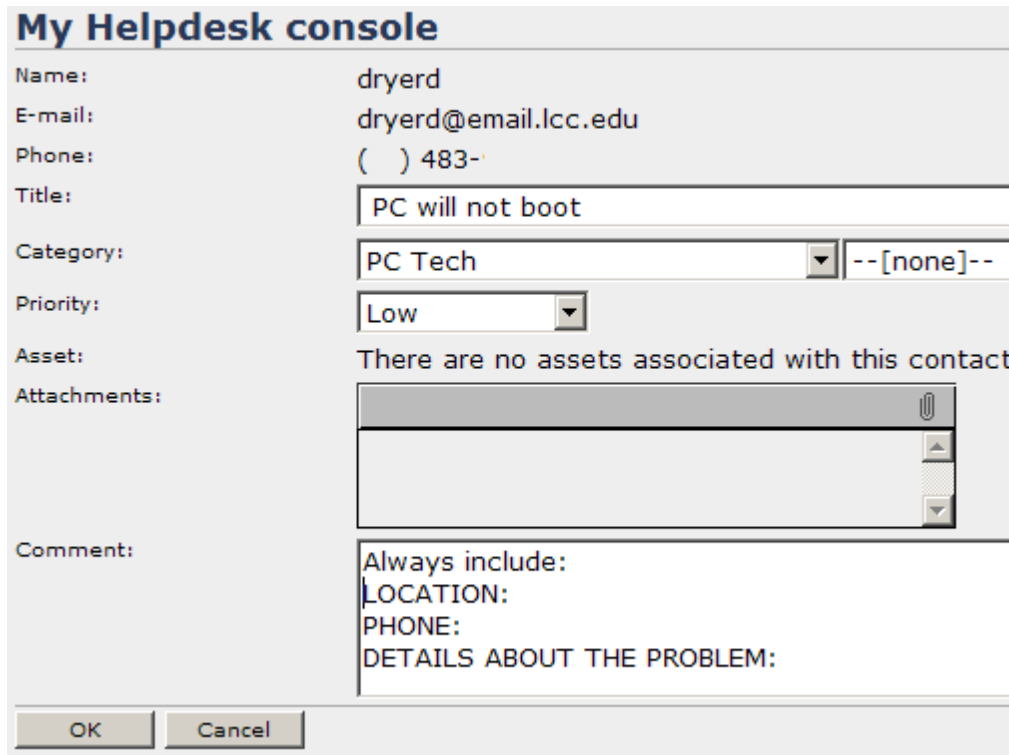
1. Click **Create a new incident** link.

The screenshot shows the 'My Helpdesk console' interface. At the top, there is a search bar for the Knowledge Base and an 'Advanced search' button. Below this, user information is displayed: Name: dryerd, E-mail: dryerd@email.lcc.edu, Title: (blank), Phone: (blank), Cell phone: (blank), and Department: (blank). A 'Common Requests' section is visible on the left, with a link 'Create a new incident' circled in red. Below this, a table lists incidents with columns for #, Title, Assigned, Priority, Status, Category, and Modified.

#	Title	Assigned	Priority	Status	Category	Modified
35115	2 Altiris SQL sorting code changes	Matt Zull	Low	Closed	Enterprise Applications	1/26/2009 11:30:07 A
48318	A banner web page login states the pin format is DDMMYY	Jennifer Pierce	Low	Closed	Enterprise Applications\Banner\Web	3/5/2009 8:59:58 AM

2. In the **Title:** box type the title of the incident. (for example: PC will not boot)

Please ignore the Category, and Priority boxes. All service requests entered by end users are reviewed by the help desk staff. We will assign them the proper category, and priority.



The screenshot shows a web-based form titled "My Helpdesk console". The form fields are as follows:

- Name:** dryerd
- E-mail:** dryerd@email.lcc.edu
- Phone:** () 483-
- Title:** PC will not boot
- Category:** PC Tech (dropdown menu) | --[none]--
- Priority:** Low (dropdown menu)
- Asset:** There are no assets associated with this contact
- Attachments:** A list box with an empty space and a paperclip icon on the right side.
- Comment:** Always include:
LOCATION:
PHONE:
DETAILS ABOUT THE PROBLEM:

At the bottom of the form are two buttons: "OK" and "Cancel".

3. In the **Comment:** box type your building & room number, phone number, and details about the problem.



Note: If your phone number is listed correctly at the top you do not need to retype it.

4. Click OK.

Note: You will also receive a confirmation email as long as your email is listed in the Email: box.

- Below is what your confirmation will look like. **Number:** refers to your incident number assigned to this request.

My Helpdesk console

star\dryerd  


Number: 252
 Title: PC will not boot
 Category: PC Tech
 Priority: Low
 Status: Closed
 Modified: 3/24/2010 1:30:38 PM

Attachments:
 Tasks:
 History:
3/24/2010 1:23:12 PM - Dee Maisano - Edit
 AS 0009
 x0005


Suddenly my PC will not boot up. I have tried the following...


Note: Clicking on the Home icon pictured above will take you to where you began which will show you a list of your Incidents. An example of the list is below. The pencil icon above will allow you to add a comment to your incident.

My Helpdesk console

star\dryerd 

Name: dryerd E-mail: dryerd@email.lcc.edu Title:
 Phone: () 483- Cell phone: Department:

Common Requests: 

 **Create a new incident**
 Report a problem or request support from

#	Title	Assigned	Priority	Status	Category	Modified
252	PC will not boot	Dee Maisano	Low	Closed	PC Tech	3/24/2010 1:30:38 PM

View and Add Comments to your Incident

- Log into **Star Port**.
- On the Home tab click **LCC Employee Help Desk Request** in the Employee Quicklinks.
- Double click one of your incidents to view it.

Then to add a comment:

- Click the **Pencil** icon.
- You can now add a new comment.
- Click **OK**.