

Using the Helpdesk Knowledge Base

Description

The purpose of this document is to provide the skills necessary to search the knowledge base.

Login

Accessing Help Desk Requests through Star Port

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

1. Log into **Star Port**.
2. Click **Employee** tab.
3. Click "**LCC Employee Help Desk Request**" located in the Employee Quicklinks box.

You will see a screen that looks similar to:

The screenshot shows the 'My Helpdesk console' interface. At the top, there is a search bar labeled 'Search Knowledge Base' with a green arrow icon to its right. Below the search bar, there are fields for Name, E-mail, Phone, Cell phone, Title, and Department. A 'Create a new incident' button is visible on the left. Below the search bar, there is a table with columns: #, Title, Assigned, Priority, Status, Category, and Modified. The table contains two rows of data.

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

4. In the "**Search Knowledge Base**" box type in your keywords.

For example, I want to look up the profile settings for outlook. I will type: outlook

settings. 

5. Press Enter or click the Green Arrow.
6. Double click the article you wish to view.

The screenshot shows the search results page. At the top, there is a search bar with 'outlook settings' entered and a 'Find' button. Below the search bar, there is a table with columns: Rank, Score, Accesses, #, and Title. The table contains three rows of data.

Rank	Score	Accesses	#	Title
48	0	3	AKB168	How do I setup my outlook email profile?
48	0	5	AKB204	Why am I unable to send mail using outlook when I'm off camp
16	0	4	AKB205	How do I reset the type ahead addresses in Outlook?

7. When you are done click Close, and give the article a rating.