

# NDUS Help Desk Self-Service

Accessing:

In a browser, go to <http://helpdesk.ndus.edu>

Under Manage Your Tickets Online

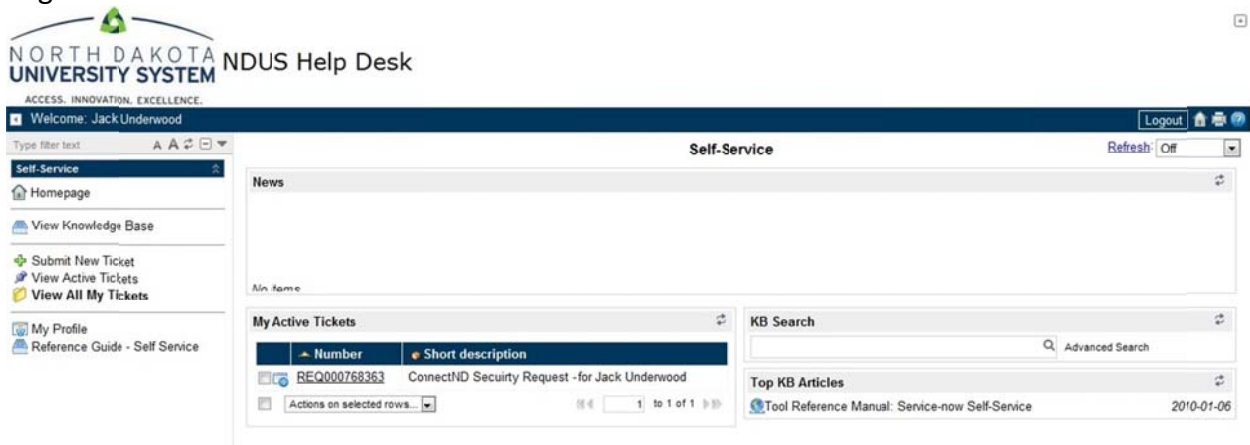
For User:, enter your official campus e-mail address,  
- this is the e-mail address found in the NDUS AD system or HRMS

For Password:, enter your NDUS account password  
- this is the same password you use for ConnectND



The screenshot shows a login box titled "Manage Your Tickets Online". Below the title is a short instruction: "Submit and manage your tickets online. Use your campus email and your North Dakota University System account password to log in." There are two input fields: "User:" and "Password:". A "Login" button is positioned below the password field.

Submitting a Ticket:



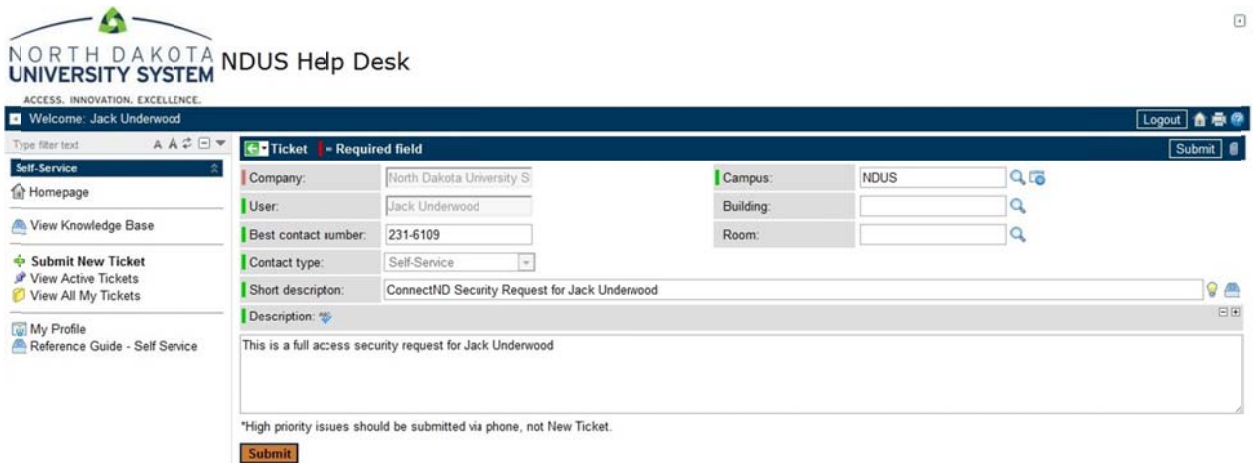
Under Self-Service (on the left), click Submit New Ticket

Best contact number – if not already filled in enter your phone number

Campus – if not already filled in click on the magnifying glass after the field and selects your campus

Short description – enter a short description of the issue you are reporting

Description – enter a more detailed description of the issue you are reporting



The screenshot shows the "Ticket" submission form. The form fields are: "Company" (North Dakota University S), "User" (Jack Underwood), "Best contact number" (231-6109), "Contact type" (Self-Service), "Short description" (ConnectND Security Request for Jack Underwood), "Campus" (NDUS), "Building", and "Room". A "Description" field contains the text: "This is a full access security request for Jack Underwood". A "Submit" button is at the bottom. A note at the bottom states: "\*High priority issues should be submitted via phone, not New Ticket."

Attachments:

Click the attachment icon, the paperclip in the upper right corner next to Submit.

Click Browse or Choose File and locate the attachment.

Select the form and click Open.

Click Attach.

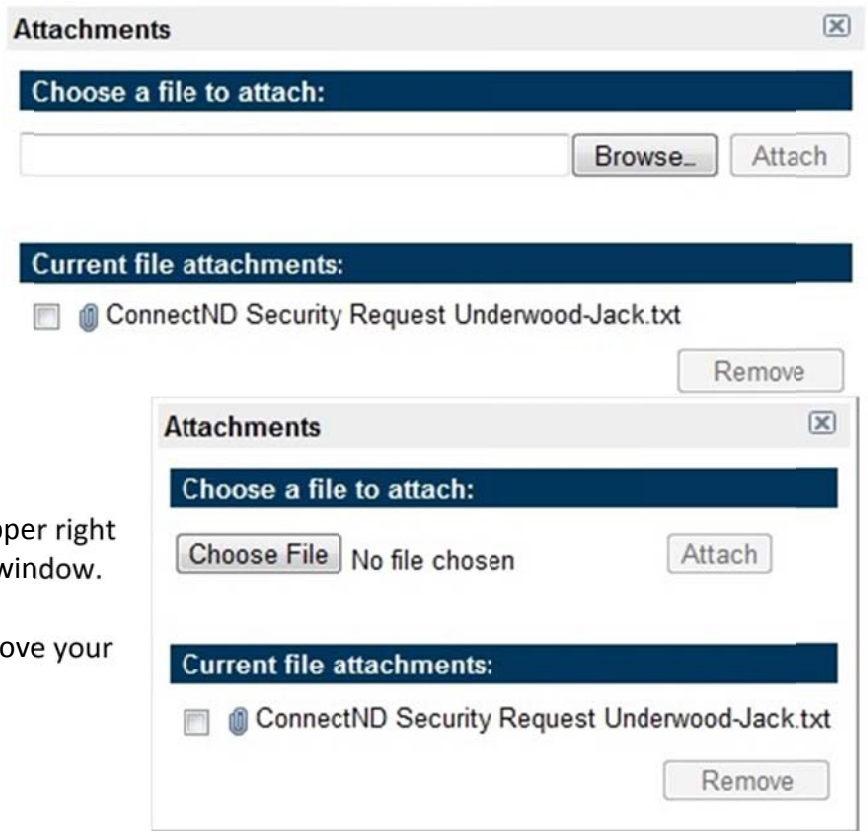
File should appear under Current file attachments.

To remove an attachment, check the box in front of the file.

Click Remove.

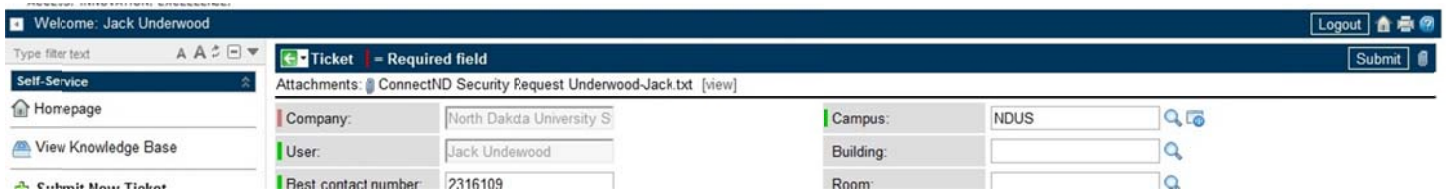
Click the close box, the X in the upper right corner of the attachment window.

The attachment should appear above your ticket.



Submitting the Ticket

Click Submit.



Managing Existing Tickets:

There are two areas to view currently open (active) tickets and closed/resolved ticket.

Homepage, the first page you get after logging in

My Active Tickets is displayed

- this displays all open (active) tickets in your name
- click on the ticket number to display the full ticket



Under Self-Service, on the left

#### View Active Tickets

- this displays a more detailed list of your open (active) tickets
- click on the ticket number to display the full ticket



#### View All My Tickets

- this displays all open and closed tickets
- click on the ticket number to display the full ticket



#### Difference between Request and Incident:

Following industry best practice, reported issues to the NDUS Help Desk are divided into Requests and Incidents.

A Request is, as it sounds, a request for something, like ConnectND access.

An incident is where something is broken or where something that was working is no longer working.

Most reported issues will be considered requests.

#### Updating a Ticket or Adding a Comment to a Ticket:

If (when) the support team working on your ticket has questions about the request, they will update the ticket; this update will be sent to you via e-mail. To add your reply to the ticket, you can:

Reply back to the e-mail message

- simple reply back to the e-mail message and this will automatically update the ticket

#### Update the ticket via Self-Service

- When you view the full ticket, all comments are at the bottom of the ticket in the Activity area
- Additional comments can be added in the Comment area and click Update or Save to save your comments.
  - Note: After saving, your comments will be added to the Activity area

Welcome: Jack Underwood Logout

Type filter text Request - Required field Update Cancel Request Save

Self-Service

- Homepage
- View Knowledge Base
- Submit New Ticket
- View Active Tickets
- View All My Tickets
- My Profile
- Reference Guide - Self Service

Attachments: ConnectND Security Request Underwood-Jack.txt [view]

Number: REQ000763363 Requested for: Jack Underwood

Opened: 2011-08-17 14:02:08 Requested for date:

Short description: ConnectND Security Request - for Jack Underwood

Description: This is a sample ConnectND Security Request for Jack Underwood

Comment:

Activity

- 2011-08-17 14:09:16 John.Underwood@ndsu.edu - Changed: Comment  
These are comments.
- 2011-08-17 14:05:42 John.Underwood@ndsu.edu - Changed: Opened by, Assignment group, Category  
Opened by: John Underwood  
Assignment group: NDUS - ConnectND Accounts  
Category: Account Maintenance

Update Cancel Request Save

## Logging Out

Click on Logout to log out of the system.

Note: If you are inactive for a long time, you will automatically be logged out of the system.