

HELP DESK Instructions

Welcome to the Help desk. To help you quickly get started you will need to log in.

You should have received an email with the heading “Welcome to SysAid!”

In that email you will receive your username and password:

Please log into SysAid at

Your username is: (your login name)

Your password is: (6 characters mixed and case sensitive)

Once inside you can change your password to something you can remember

A screenshot of the SysAid login interface. The background is light blue with a faint image of keys in the upper right corner. The text "Welcome to SysAid!" is at the top left. Below it, the instruction "Please enter your login information" is centered. There are two input fields: "User Name:" and "Password:". To the right of the "Password:" field is a "Submit" button. At the bottom left, there is a link that says "Forgot your password?".

Welcome to SysAid!

Please enter your login information

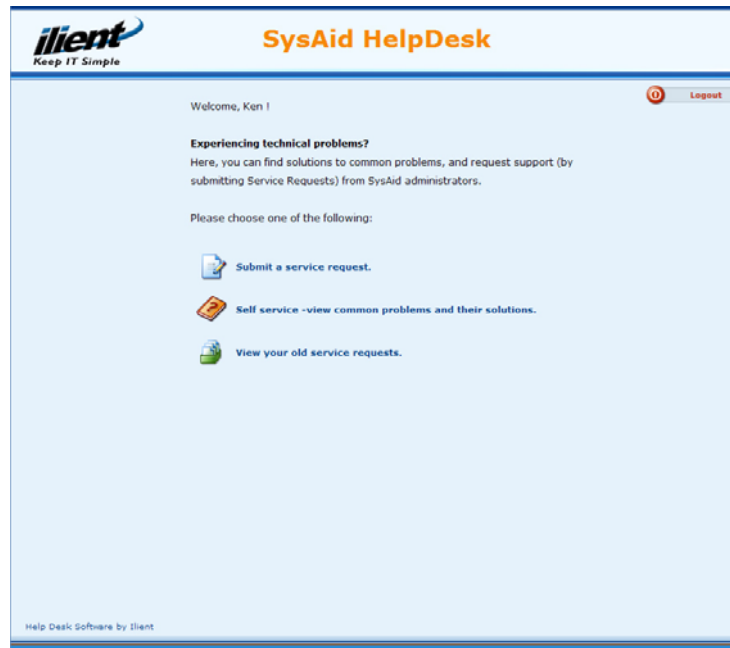
User Name:

Password:

[Forgot your password?](#)

The helpdesk is set up to handle all your requests that you would normally e-mail or phone. This was set up to help you be handled in a timely fashion and also to make sure your needs are met. Also as time goes on, this helpdesk will become a source of “self help” meaning if you encounter problems, you may find that someone else had also and be able to help yourself much quicker.

Now to get started, simply chose from the End User area “Submit a service request”.

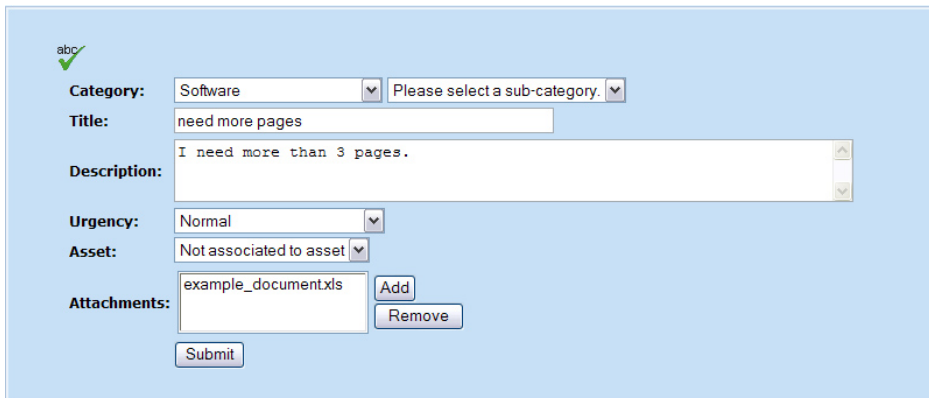


Once you select the need to submit, you will see a similar screen like below. In this area you will need to choose the “Category” from the dropdown list. Please take a moment and familiarize yourself with each category and its sub-categories, this will help you choose the best option as well as not cause delays. Each category is broken down a bit later.

The screenshot shows a service request submission form. It has a search bar with "abc" and a green checkmark. The form fields are: "Category:" with a dropdown menu showing "Please select a category." and a sub-category dropdown; "Title:" with a text input field; "Description:" with a large text area; "Urgency:" with a dropdown menu; "Asset:" with a dropdown menu; and "Attachments:" with a list of categories (Report, Security, Software, Storage, Telephone, Web Site, Submit) and "Add" and "Remove" buttons. There is also a "Submit" button at the bottom.

Each category has some related sub-categories (you can find these at the end of the document) which you can fine tune your request. Depending on which category is chosen a person responsible for that section may contact you for more information or letting you know it has been done.

In the title area, use a clear phrase (see example below).



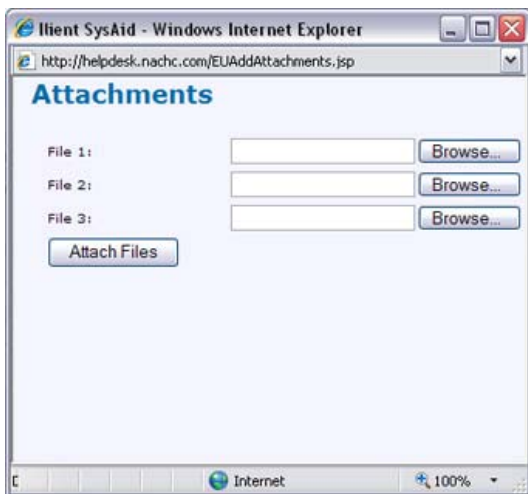
A screenshot of a helpdesk form. At the top left, there is a small green checkmark and the text 'abc'. The form contains the following fields:

- Category:** A dropdown menu with 'Software' selected and a secondary dropdown with 'Please select a sub-category.'.
- Title:** A text input field containing 'need more pages'.
- Description:** A text area containing 'I need more than 3 pages.'
- Urgency:** A dropdown menu with 'Normal' selected.
- Asset:** A dropdown menu with 'Not associated to asset' selected.
- Attachments:** A list box containing 'example_document.xls'. To its right are 'Add' and 'Remove' buttons.

At the bottom of the form is a 'Submit' button.

The next important area is the attachment. If your request requires completion of a form you will need to attach the complete form to the ticket (e.g. training request, request for a slot transfer and / or slot conversions etc...)

To attach simply choose “add” it will bring up this screen:



Use the browse button to locate your document, after you found the document, simply press the “attach files” button, it will attach that file to your request.

That’s basically all there is to using the helpdesk. We ask to just take a few minutes to get familiar with it, and remember before sending your next email, or making your next phone call for help. Use the helpdesk, otherwise, you will be hearing, or receiving an email back asking you to “Submit a ticket”.

Helpdesk Categories, Sub-Categories, Third Level Categories:

Administration

- Add New User
- Add to Directory
- Remove from Directory
- Remove User

Compliance

- Change of Status
 - Change from FT to PT
 - Change from PT to FT
 - Change to Exit Date
 - Reinstatement
 - Suspension Compelling Personal
 - Suspension Disciplinary Reason
 - Term of Service change
- Disciplinary Action
 - Suspension
 - Exit
- Member Activities
 - Criminal Background Checks
 - Service Description
 - Timesheets
 - Workplans
- Policy Feedback
- Slot Transfer and Conversion
- Termination
 - Exit for Compelling Personal
 - Exit Discipline Reason

Evaluation

- Data Collection
- Performance Measurement
- Program Evaluation
- Progress Reporting

Fiscal Management

- Budget Amendment
- Member Health Insurance
 - Enrollment
 - Exit
- PER Submission

Member Development

- Alums
 - Ed Award Online Payment
- Member Forms
 - AmeriCorps Application
 - Child Care Application
 - Eligibility Verification
 - Enrollment
 - Exit
 - Forbearance
 - Interest Accrual
 - Member Agreement
- Recruitment

Monitoring

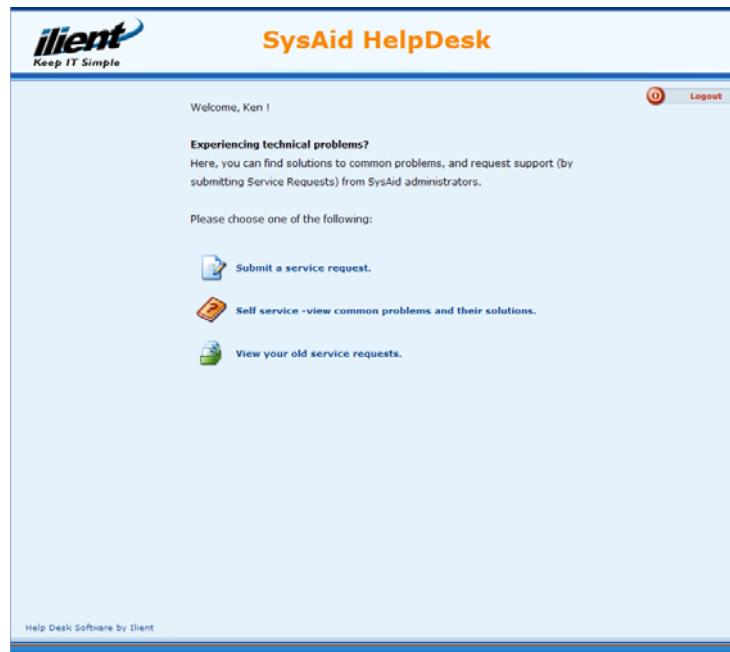
- Member File Audit
- Risk Assessment
- Site Visit

Training and Technical Assistance

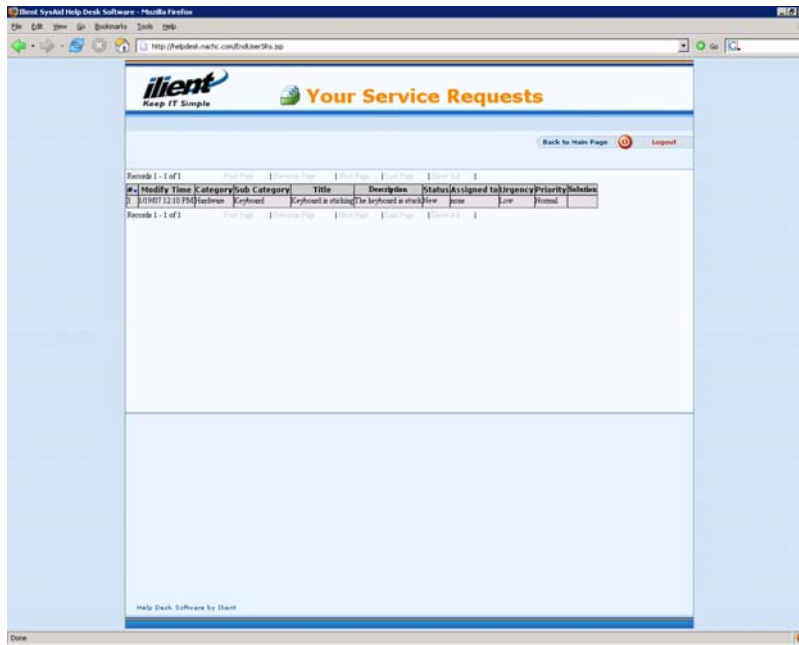
- Training Request
 - External
 - Internal

Checking the Status of a Ticket

On the same page that you create a new ticket, you can also view your old tickets and check the status of open tickets.



Click on the link; View your old service requests. This will open a page like the one below.



One on that page you can look at all the tickets you have submitted and review the status. Once the ticket is closed you can review what was done to resolve the issue.